

Campus Food and Drink Records Retention Schedule

	Description of Records	Retention Trigger and Retention Period	Disposal Action	Rationale for Retention Period and Disposal Action	Records Owner
1 Campus Food and Drink Standard Operating Procedures					
1.1	Master copies of procedures relating to the operation of Campus Food and Drink	Superseded	Review	JISC Recommendation; may hold value for updating procedures	Campus Food and Drink
1.2	Licences (Liquor and Entertainment)	Superseded	Destroy		Campus Food and Drink
1.3	Food Hygiene Inspections	Superseded	Destroy		Campus Food and Drink
1.4	Health and Safety risk assessment records	Superseded + 5 years	Destroy	See retention schedule for Estates: Health and Safety	Campus Food and Drink
2 Business Development					
2.1	Business Development Plans for Campus Food and Drink	Superseded	Review	May hold reference value for future plans	Campus Food and Drink
2.2	Records of developing and assessing promotional campaigns and materials for Campus Food and Drink	Superseded	Review	May hold reference value for future campaigns	Campus Food and Drink
2.3	Promotional materials	While current	Review	JISC Recommendation	Campus Food and Drink
2.4	Client databases and mailing lists	While current	Review to keep up-to-date	Students Union Bars and Entertainments maintain a database of customers and customers are contacted via Mail Chimp	Campus Food and Drink

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3 Service Delivery					
3.1	Delegate attendance lists	End of event	Destroy		Eventus and Campus Food and Drink
3.2	Client contracts including terms and conditions of bookings	End of contract + 6 years	Anonymise	Details held in the Kinetics System	Eventus, Culture and Arts and Campus Food and Drink
3.3	Provisional bookings that are not confirmed	End of Calendar Year + 3 years	Anonymise	Details held in the Kinetics System	Eventus, Culture and Arts and Campus Food and Drink
3.4	Past enquiries regardless of status	End of Calendar Year + 3 years	Anonymise	Details held in the Kinetics System	Eventus and Campus Food and Drink
3.5	Records of retail sales transactions	End of current financial year + 6 years	Destroy	Details passed to Finance for processing and audit	Campus Food and Drink
3.6	Contracts with 3rd Party Providers	Termination of contract + 6 years	Destroy	Limitation (NI) Order 1989	Campus Food and Drink
3.7	Records relating to budgeting/forecasting for 3rd Party Providers	End of current academic year + 5 years	Review	Business need	Campus Food and Drink
3.8	Records relating to discipline cases involving QUB students	Termination of student relationship + 6 years	Destroy	Limitation (NI) Order 1989; Data Protection Act 2018	Campus Food and Drink
4 Customer Relations Management					
4.1	Records of the design and conduct of customer surveys	Completion of survey + 3 years	Review	JISC Recommendation; May hold reference value for future surveys	Campus Food and Drink
4.2	Results of customer surveys: individual responses	Completion of analysis of survey responses	Destroy	JISC Recommendation	Campus Food and Drink
4.3	Results of customer surveys: summaries and analyses of responses	Completion of survey + 3 years	Review	May have impact on future customer relations management	Campus Food and Drink

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4.4	Records documenting ad hoc customer feedback and the responses provided	Last action on feedback + 3 years	Destroy		Campus Food and Drink
4.5	Records documenting the handling of complaints from customers	Last action on complaint + 3 years	Review	Retention for a longer period may be appropriate if the complaint, or the handling of the complaint, could be a basis for legal action against the institution.	Campus Food and Drink