



DATA PROTECTION

Information & Data Retention Schedule

March 2026

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Date of Approval	March 2026	Date of Review	March 2027
Reference	CDPA01	Version	1.4

Information & Data Retention Schedule

The schedule provides broad categories of records. This document provides a reference for completing our Information Asset Register (IAR).

Customer Management			
Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
Customer Records (Prospective) Prospective customers who contact us with an interest in becoming customers.	12 months from last consent given.	Delete electronic files Shred hard copy documents	Expiry of consent.
Customer Records (Active) Individuals who have taken out a membership, purchased services or booked activities.	18 months from last activity.	Move to Customer Records (Former)	Operational - not all customers frequently visit. Making records inactive sooner could inconvenience the customer.
Customer Records (Former) Individuals who have taken out a membership, purchased services or booked activities. Reduced data to retain only the basic information to identify the customer.	7 years after last sale.	Delete electronic files Shred hard copy documents	Companies Act 2006 Charities Act 2011 Limitation Act 1980 c.58 s 11
Customer Comments Feedback system for customer comments, complaints and compliments.	3 years after last contact for general comments. 10 years after last contact for those involving an investigation.	Delete electronic files	Recommendations from the National Archives

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Customer Management

Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
Customer Email Enquiries General enquiries made by customers and stored in email accounts.	12 months from last contact.	Delete electronic files	Operational: Customer service.
Exercise Referral Schemes (Fitness for Health / Live Well) Where we collect medical information from our customers are part of an exercise referral scheme.	Adults, current Year + 3 years Children (under 18 years), + 3 years from their 18th birthday.	Delete electronic copies. Shred hard copies.	Limitation Act 1980 c.58 s 11

Health & Safety

Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
Accident Reporting The recording of accidents to adults and children. Including accident forms, investigation forms and accident reports.	Adults, current Year + 3 years Children (under 18 years), + 3 years from their 18 th birthday.	Delete electronic copies. Shred hard copies and secure disposal.	Statutory requirement, based on: Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995/3163, Regulation 7 and/or the Limitation Act 1980 c.58 s 11
Safeguarding Incident Reports Recording of safeguarding incidents reported by KAL staff and or facility users.	1 year from incident date.	Delete electronic copies. Shred hard copies.	KAL Safeguarding Policy

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Health & Safety

Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
CCTV and digital camera pictures Digital images captured for potential criminal prosecutions, health and safety investigations, or to defend against potential legal claims.	Destroy after 14-30 days if there is no event to be investigated. Unless otherwise stated master copies should be deleted 1 year after last action. Destroy after 3 years if the images have been captured to defend potential legal claims (personal injury)	Delete	Based on Home Office guidance. Where a copy of footage has been recorded for any event that has or is being investigated. KAL will maintain the master copy as a back-up for 1 year, unless there is another overriding reason. Defence against legal claims – Limitation Act 1980 c.58 s 5
Participant Health Screening Questionnaires (Sports and Aquatics) We may ask you to volunteer any information about disabilities, health, medical conditions or special educational requirements that may impact your ability to participate in structured activities. This could also include providing information about risk and management information related to any conditions identified.	1 month from exiting the scheme.	Delete electronic copies.	Operational: Health and safety, risk reduction.

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Finance

Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
Daily Banking Sheets End of day banking records from reception points which include: Z reads, copy paying in slips, copy receipts, merchant card payment slips, vouchers and refund receipts.	Destroy after 1 year.	Shred and secure disposal.	PCI-DSS compliance.
Invoices (received)	7 years.	Delete electronic files Shred hard copy documents	Companies Act 2006 Charities Act 2011 Limitation Act 1980 c.58 s 5
Bank Statements	7 years.	Delete electronic files Shred hard copy documents	Companies Act 2006 Charities Act 2011 Limitation Act 1980 c.58 s 5
Bank Paying in Slips	7 years.	Delete electronic files Shred hard copy documents	Companies Act 2006 Charities Act 2011 Limitation Act 1980 c.58 s 5
Income Reconciliation Sheets (IRS) Records Consolidated daily/weekly/monthly takings reports from leisure centres. The hold the consolidated data from Daily Banking Sheets.	7 years.	Delete electronic files Shred hard copy documents	Companies Act 2006 Charities Act 2011 Limitation Act 1980 c.58 s 5
Data Subject Requests Requests for access, rectification, erasure, restriction of processing, portability and objections to processing	1 year from last activity.	Delete electronic files	GDPR Art. 30

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Web			
Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
Google Analytics Data Data stored on Google recording analytics information about website visits.	26 months	Delete electronic files.	Operational: Website evaluation and development.

Employee Management			
Record	Retention Timescale	Disposal instructions	Rationale / Additional Information
Employee Records Employment records, personnel files, timesheets and rosters, grievance and disciplinary, absence and sickness monitoring.	7 years after the employment end date.	Delete electronic files. Shred hard copy documents	Working Time Regulations HMRC Requirements NLW legislation Pension obligations Limitation Act 1980 c.58 s 5 Operational – required for processing employee contracts.
Unsuccessful Applicant Records Applications for employment with KAL.	6 months	Delete electronic files.	Operational: Appeals management.

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