

The purpose of this document is to provide guidance on the retention and disposal of documents (including “personal data” under the General Data Protection Regulation 2016/679 ("GDPR"), and the Data Protection Act 2018 (subject to royal assent, the “DPA”)) (together the "Data Protection Laws"). “Documents” in this context means all documents held or controlled by us in any format or media that are located in the UK.

As a matter of law, our documents (including books, records and financial reports) must accurately reflect the underlying transactions and represent the true state of the business. They are an essential part of doing business correctly, honestly and openly and protect us, our customers and those we work with. We must ensure that the record keeping of our documents is accurate, that we store them safely and for the time periods prescribed by the law and that we do not destroy or alter any information or data that must be kept for litigation, an investigation or other legal reasons. Equally, we must not retain documentation where the limitation period has expired and there is no legal justification for retention.

The retention schedule sets out the recommended retention periods for Insurance records. The retention schedule is intended to enable users of this document to simply refer to the relevant type of document that they are interested in and then determine the relevant retention period from that schedule. If a document is not covered by any retention schedule, reference can be made to the items listed in the General Guidance section within the Records Management Policy in determining an appropriate retention period.

SBU/functions should refer to these retention schedules and the general guidance below in reviewing their current existing document retention and disposal practices.

The DPO within the SBU/function has the responsibility for establishing and implementing effective practices and procedures across it to give effect to this document.

Insurance

Record description	Retention period	Form in which to be kept	Reason and comments
Public liability policies, product liability policies, employer’s liability policies	Permanently	Any	Evidence.
Insurance: other policies	Until claims under the policy are barred and all outstanding claims are settled	Any	Evidence.
Claims correspondence	7 years after settlement. Note that any executed settlement document should be retained in accordance with the retention periods specified in retention schedule 7 – pre-qualification, tenders and contracts.	Any, although any executed settlement document should be retained in the form specified in retention schedule 7 – pre-qualification, tenders and contracts	Evidence.