

Data Retention Policy

Welcome to Jersey Airtel Limited and Guernsey Airtel Limited's ("Airtel") data retention policy. Airtel respects your privacy and is committed to protecting your personal data. This Data Retention Policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the Data Protection (Jersey) Law 2018 and the Data Protection (Bailiwick of Guernsey) Law 2017 and how these laws apply to the retention of your data.

1. ABOUT THIS POLICY

1.1 The corporate information, records and data of Airtel and our subsidiaries is important to how we conduct business, manage employees and protect our customers.

1.2 There are legal and regulatory requirements for us to retain certain data, usually for a specified amount of time. We also retain data to help our business operate and to have information available when we need it. However, we do not need to retain all data indefinitely, and retaining data can expose us to risk as well as be a cost to our business.

1.3 This Data Retention Policy explains our requirements to retain data and to dispose of data and provides guidance on appropriate data handling and disposal.

2. SCOPE OF POLICY

2.1 This policy covers all data that we hold or have control over. This includes physical data such as hard copy documents, contracts, notebooks, letters and invoices. It also includes electronic data such as emails, electronic documents, audio and video recordings and CCTV recordings. It applies to both personal data and non-personal data. In this policy we refer to this information and these records collectively as "data".

2.2 This policy covers data that is held by third parties on our behalf, for example cloud storage providers or offsite records storage. It also covers data that belongs to us but is held by employees on personal devices.

2.3 This policy explains the differences between our formal or official records, disposable information, confidential information belonging to others, personal data and non-personal data. It also gives guidance on how we classify our data.

2.4 This policy applies to all business units and functions of Airtel in Jersey and Guernsey.

3. GUIDING PRINCIPLES

3.1 Through this policy, and our data retention practices, we aim to meet the following commitments:

- We comply with legal and regulatory requirements to retain data.

- We comply with our data protection obligations, in particular to keep personal data no longer than is necessary for the purposes for which it is processed (storage limitation principle).
- We handle, store and dispose of data responsibly and securely.
- We create and retain data where we need this to operate our business effectively, but we do not create or retain data without good business reason.
- We allocate appropriate resources, roles and responsibilities to data retention.
- We regularly remind employees of their data retention responsibilities.
- We regularly monitor and audit compliance with this policy and update this policy when required.

4. ROLES AND RESPONSIBILITIES

4.1 Responsibility of all employees. We aim to comply with the laws, rules, and regulations that govern our organisation and with recognised compliance good practices. All employees must comply with this policy, the Record Retention Schedule, any communications suspending data disposal and any specific instructions from the Data Protection Officer.

4.2 We have designated the Data Protection Officer as responsible for record management:

- Administering the data management programme;
- Helping department heads implement the data management programme and related best practices;
- Planning, developing, and prescribing data disposal policies, systems, standards, and procedures; and
- Providing guidance, training, monitoring and updating in relation to this policy.

4.3 Data Protection Officer. Our Data Protection Officer (DPO) is responsible for advising on and monitoring our compliance with data protection laws which regulate personal data. Our DPO works with on the retention requirements for personal data and on monitoring compliance with this policy in relation to personal data.

5. TYPES OF DATA AND DATA CLASSIFICATIONS

5.1 Formal or official records.

Certain data is more important to us and is therefore listed in the Record Retention Schedule. This may be because we have a legal requirement to retain it, or because we may need it as evidence of our transactions, or because it is important to the running of our business. Please see Paragraph 6.1 below for more information on retention periods for this type of data.

5.2 Disposable information.

Disposable information consists of data that may be discarded or deleted at the discretion of the user once it has served its temporary useful purpose and/or data that may be safely destroyed because it is not a formal or official record as defined by this policy and the Record Retention Schedule. Examples may include:

- Duplicates of originals that have not been annotated.
- Preliminary drafts of letters, memoranda, reports, worksheets, and informal notes that do not represent significant steps or decisions in the preparation of an official record.
- Books, periodicals, manuals, training binders, and other printed materials obtained from sources outside of Airtel and retained primarily for reference purposes.
- Spam and junk mail.

Please see [Paragraph 6.2](#) below for more information on how to determine retention periods for this type of data.

5.3 Personal data.

Both formal or official records and disposable information may contain personal data; that is, data that identifies living individuals. Data protection laws require us to retain personal data for no longer than is necessary for the purposes for which it is processed (principle of storage limitation). See [Paragraph 6.3](#) below for more information on this.

5.4 Confidential information belonging to others.

Any confidential information that an employee may have obtained from a source outside of Airtel, such as a previous employer, must not, so long as such information remains confidential, be disclosed to or used by us. Unsolicited confidential information submitted to us should be refused, returned to the sender where possible, and deleted, if received via the internet.

6. RETENTION PERIODS

6.1 Formal or official records.

Any data that is part of any of the categories listed in the Record Retention Schedule contained in the Annex to this policy, must be retained for the amount of time indicated in the Record Retention Schedule. A record must not be retained beyond the period indicated in the Record Retention Schedule, unless a valid business reason (or notice to preserve documents for contemplated litigation or other special situation) calls for its continued retention. If you are unsure whether to retain a certain record, contact the DPO.

6.2 Disposable information.

The Record Retention Schedule will not set out retention periods for disposable information. This type of data should only be retained as long as it is needed for business purposes. Once it no longer has any business purpose or value it should be securely disposed of.

6.3 Personal data.

As explained above, data protection laws require us to retain personal data for no longer than is necessary for the purposes for which it is processed (principle of storage limitation). Where data is listed in the Record Retention Schedule, we have taken into account the principle of storage limitation and balanced this against our requirements to retain the data. Where data is disposable information, you must take into account the principle of storage limitation when deciding whether to retain this data. More information can be found in our privacy policy.

6.4 What to do if data is not listed in the Record Retention Schedule.

If data is not listed in the Record Retention Schedule, it is likely that it should be classed as disposable information. However, if you consider that there is an omission in the Record Retention Schedule, or if you are unsure, please contact the DPO.

7. STORAGE, BACK-UP AND DISPOSAL OF DATA

7.1 Storage.

Our data must be stored in a safe, secure, and accessible manner. Any documents and financial files that are essential to our business operations during an emergency must be duplicated and/or backed up at least once per week and maintained off site.

7.2 Destruction.

Our DPO is responsible for the continuing process of identifying the data that has met its required retention period and supervising its destruction. The destruction of confidential, financial, and employee-related hard copy data must be conducted by shredding if possible. Non-confidential data may be destroyed by recycling. The destruction of electronic data must be co-ordinated with the IT.

The destruction of data must stop immediately upon notification from the DPO that preservation of documents for contemplated litigation is required (sometimes referred to as a litigation hold). This is because we may be involved in a legal claim or an official investigation (see next paragraph). Destruction may begin again once the DPO lifts the requirement for preservation.

8. SPECIAL CIRCUMSTANCES

8.1 Preservation of documents for contemplated litigation and other special situations. We require all employees to comply fully with our Record Retention Schedule and procedures as provided in this policy. All

employees should note the following general exception to any stated destruction schedule: If you believe, or the DPO informs you, that certain records are relevant to current litigation or contemplated litigation (that is, a dispute that could result in litigation), government investigation, audit, or other event, you must preserve and not delete, dispose, destroy, or change those records, including emails and other electronic documents, until the DPO determines those records are no longer needed. Preserving documents includes suspending any requirements in the Record Retention Schedule and preserving the integrity of the electronic files or other format in which the records are kept.

8.2 If you believe this exception may apply, or have any questions regarding whether it may apply, please contact the DPO.

8.3 In addition, you may be asked to suspend any routine data disposal procedures in connection with certain other types of events, such as our merger with another organisation or the replacement of our information technology systems.

9. WHERE TO GO FOR ADVICE AND QUESTIONS

9.1 Questions about the policy. Any questions about this policy should be referred to

Full name of legal entity: Jersey Airtel Limited
Name or title of DPO: Head of Data Protection
Email address: Data.Protection@airtel-vodafone.com
Postal address: Jersey Airtel 1/3/5 Castle Street St Helier Jersey JE2 3BT

Full name of legal entity: Guernsey Airtel Limited
Name or title of DPO: Head of Data Protection
Email address: Data.Protection@airtel-vodafone.com
Postal address: Guernsey Airtel 45 High Street, St. Peter Port, Guernsey GY1 2JT

who is in charge of administering, enforcing, and updating this policy.

10. BREACH REPORTING AND AUDIT

10.1 Reporting policy breaches. We are committed to enforcing this policy as it applies to all forms of data.

10.2 No one will be subject to and we do not allow, any form of discipline, reprisal, intimidation, or retaliation for reporting incidents of inappropriate conduct of any kind, pursuing any record destruction claim, or co-operating in related investigations.

10.3 Audits. Our DPO will periodically review this policy and its procedures (including where appropriate by taking outside legal or auditor advice to ensure we are in compliance with relevant new or amended laws, regulations or guidance. Additionally, we will regularly monitor compliance with this policy, including by carrying out audits.

ANNEX A

DEFINITIONS

Data: all data that we hold or have control over and therefore to which this policy applies. This includes physical data such as hard copy documents, contracts, notebooks, letters and invoices. It also includes electronic data such as emails, electronic documents, audio and video recordings and CCTV recordings. It applies to both personal data and non-personal data. In this policy we refer to this information and these records collectively as “data”.

Data Protection Officer (DPO): our Data Protection Officer who is responsible for advising on and monitoring compliance with data protection laws.

Data Retention Policy: this policy, which explains our requirements to retain data and to dispose of data and provides guidance on appropriate data handling and disposal.

Disposable information: disposable information consists of data that may be discarded or deleted at the discretion of the user once it has served its temporary useful purpose and/or data that may be safely destroyed because it is not a formal or official record as defined by this policy and the Record Retention Schedule.

Formal or official record: certain data is more important to us and is therefore listed in the Record Retention Schedule. This may be because we have a legal requirement to retain it, or because we may need it as evidence of our transactions, or because it is important to the running of our business. We refer to this as formal or official records or data.

Non-personal data: data which does not identify living individuals, either because it is not about living individuals (for example financial records) or because it has been fully anonymised.

Personal data: any information identifying a living individual or information relating to a living individual that we can identify (directly or indirectly) from that data alone or in combination with other identifiers we possess or can reasonably access. This includes special categories of personal data such as health data and pseudonymised personal data but excludes anonymous data or data that has had the identity of an individual permanently removed. Personal data can be factual (for example, a name, email address, location or date of birth) or an opinion about that person’s actions or behaviour.

Record Retention Schedule: the schedule attached to this policy which sets out retention periods for our formal or official records.

Storage limitation principle: data protection laws require us to retain personal data for no longer than is necessary for the purposes for which it is processed. This is referred to in the GDPR as the principle of storage limitation.

ANNEX B

RECORD RETENTION SCHEDULE

Airtel establishes retention or destruction schedules or procedures for specific categories of data. This is done to ensure legal compliance (for example with our data protection obligations) and accomplish other objectives, such as protecting intellectual property and controlling costs.

Employees should comply with the retention periods listed in the record retention schedule below, in accordance with the Airtel Data Retention Policy.

If you still consider your data should be listed, if you become aware of any changes that may affect the periods listed below or if you have any other questions about this record retention schedule, please contact Our full details are:

Full name of legal entity: Jersey Airtel Limited

Name or title of DPO: Head of Data Protection Email address: Data.Protection@airtel-vodafone.com

Postal address: Jersey Airtel 1/3/5 Castle Street St Helier Jersey JE2 3BT

Full name of legal entity: Guernsey Airtel Limited

Name or title of DPO: Head of Data Protection

Email address: Data.Protection@airtel-vodafone.com

Postal address: Guernsey Airtel 45 High Street, St. Peter Port, Guernsey GY1 2JT

| TYPE OF DATA (all as defined in our privacy policy) | RETENTION PERIOD | REASON / COMMENTS |
|--|----------------------------|--|
| (a) Identity (b) Contact (c) Financial (d) Transaction (e) Usage | 10 years plus current year | In accordance with our financial accounting policy and reporting requirements. In accordance with the prescription period for contractual claims in Jersey. In order for us to exercise or defend such a claim. In accordance with our reporting requirements to public authorities in Jersey. |