

Bracknell Forest Information, Advice & Support service (IASS) Data Retention Policy



This policy is to be read in conjunction with Bracknell Forest Council data retention policies and the IASS Confidentiality policy.

IASS staff ask parents/carers and children/young people for their consent to be added to our confidential database and we ensure that we explain how the data is used. If someone does not consent, no personal details are recorded.

Where consent has been given, cases are recorded on a secure software system, password accessed only by IASS staff. Each service user will be assigned a separate electronic record. Case notes will be recorded for each telephone call, email / letter or meeting and any other relevant information. It is essential that every recording is accurate, easy to read and written in plain English. Only relevant information will be entered. We do not record details of parents in our calendars or any other easily accessible place.

Any emails are encrypted and sent with [BFC-SECURE] in the subject box, unless the parent specifically asks us not to send them in this way. This happens very rarely and, in those circumstances, IASS staff will anonymise the information as far as possible.

Once IASS are no longer actively working with a service user, the case will be closed and the file will be made inactive. IASS staff will still be able to access their information by doing a specific search on the database but cases will not appear in the list of active cases. These records will be permanently deleted from the system after 10 years.

Periodically inactive files are archived securely and a list of these is kept on our server. They will be kept for 10 years before being destroyed.

A copy of this policy is included on our website.

Updated January 2020

Revised and amended January 2021 & January 2022

Reviewed January 2023 and January 2024 and January 2025