

Classification and Retention of University Records

Reference	Description	Retention Period	Citation	Notes
C07.01	Retail Outlet Proposal Development			
C07.01.01	The development and evaluation of a proposal to set up a retail outlet: where a decision is made to proceed	Permanent	Institutional Business Requirement	
C07.01.02	The development and evaluation of a proposal to set up a retail outlet: where a decision is made not to proceed	Last action on proposal + 5 years	Institutional Business Requirement	Review for archival value
C07.02	Retail Outlet Planning			
C07.02.01	The planning of the management and operation of a retail outlet	Current year + 3 years	Institutional Business Requirement	Review for archival value
C07.03	Retail Outlet Performance Management			
C07.03.01	Records containing data on, and analyses of, the performance of a retail outlet	Current year + 1 year	Institutional Business Requirement	
C07.03.02	The conduct and results of audits and reviews of a retail outlet, and the responses to the results: includes performance reports	Current year + 5 years	Institutional Business Requirement	Review for archival value
C07.04	Retail Outlet Promotion			
C07.04.01	The development of promotional campaigns and materials for a retail outlet	Superseded + 1 year	Institutional Business Requirement	Review for archival value
C07.04.02	Promotional materials	While current	Institutional Business Requirement	Review for archival value

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C07.05	Retail Outlet Operation			
C07.05.01	With the exception of the records detailed below, retention requirements for records of retail sales should be determined on a case by case basis, taking account of:- the type of service; - the legal and regulatory framework for sales of particular types of products;- the need to manage personal data on retail customers in accordance with the provisions of the data protection act 1998		Institutional Business Requirement	
C07.05.02	Retail sales transactions	Current financial year + 6 years	Limitation Act 1980 c58 HMCE700/21	
C07.06	Retail Outlet Customer Services Management			
C07.06.01	The design and conduct of customer surveys	Completion of survey +3 years	Institutional Business Requirement	Review for archival value
C07.06.02	Results of customer surveys: individual responses	Completion of analysis of survey responses	Institutional Business Requirement	
C07.06.03	Results of customer surveys: summaries and analyses of responses	Completion of survey +5 years	Institutional Business Requirement	Review for archival value
C07.06.04	Customer complaints about the retail outlet, the internal handling of these complaints and the responses provided	Last action on complaint + 6 years	Limitation Act 1980 c58	
C07.06.05	Unsolicited customer feedback on the retail outlet, the internal handling of this feedback and the responses provided	Last action on feedback + 3 years	Institutional Business Requirement	