

## Classification and Retention of University Records

Reference	Description	Retention Period	Citation	Notes
<b>C06.01</b>	<b>Commercial/Internal Service Proposal Development</b>			
C06.01.01	The development and evaluation of a proposal to set up a commercial service: where a decision is made to proceed	Permanent	Institutional Business Requirement	Move to archive after 2yrs
C06.01.02	The development and evaluation of a proposal to set up a commercial service: where a decision is made not to proceed	Last action on proposal + 5 years	Institutional Business Requirement	Review for archival value
<b>C06.02</b>	<b>Commercial/Internal Service Planning</b>			
C06.02.01	The planning of the operation, management and development of a commercial service	Current year + 5 years	Institutional Business Requirement	Review for archival value
<b>C06.03</b>	<b>Commercial/Internal Service Performance Management</b>			
C06.03.01	Records containing data on, and analyses of, the performance of a commercial service	Current year + 1 year	Institutional Business Requirement	
C06.03.02	The conduct and results of audits and reviews of a commercial service, and the responses to the results: includes performance reports	Current year + 5 years	Institutional Business Requirement	Review for archival value
<b>C06.04</b>	<b>Commercial/Internal Service Quality Management</b>			
C06.04.01	The development and establishment of service standards for a commercial service	Superseded + 3 years	Institutional Business Requirement	Review for archival value
C06.04.02	Records containing data on, and analyses of, the quality of service delivered against the established service standards	Current year + 1 year	Institutional Business Requirement	
C06.04.03	The conduct and results of independent reviews of service quality, and the responses to the results: includes service quality reports	Current year + 5 years	Institutional Business Requirement	Review for archival value

## Classification and Retention of University Records

Reference	Description	Retention Period	Citation	Notes
<b>C06.05</b>	<b>Commercial/Internal Service Promotion</b>			
C06.05.01	The development and assessment of promotional campaigns and materials for a commercial service	Superseded + 1 year	Institutional Business Requirement	Review for archival value
C06.05.02	Promotional materials	While current	Institutional Business Requirement	Review for archival value
<b>C06.06</b>	<b>Commercial/Internal Service Delivery</b>			
C06.06.01	Service proposals for prospective customers: where the proposal is accepted	Termination of contract + 6 years	Limitation Act 1980 c58	Review for archival value
C06.06.02	Service proposals for prospective customers: where the proposal is not accepted	Rejection of proposal + 5 years	Institutional Business Requirement	
C06.06.03	Service agreements/contracts with customers	Termination of contract + 6 years	Limitation Act 1980 c58	Review for archival value
<b>C06.07</b>	<b>Commercial/Internal Service Customer Relations Management</b>			
C06.07.01	The design and conduct of customer surveys	Completion of survey + 3 years	Institutional Business Requirement	Review for archival value
C06.07.02	Results of customer surveys: individual responses	Completion of analysis of survey responses	Institutional Business Requirement	
C06.07.03	Results of customer surveys: summaries and analyses of responses	Completion of survey + 3 years	Institutional Business Requirement	Review for archival value
C06.07.04	Unsolicited customer feedback on the service, the internal handling of this feedback and the responses provided	Last action on feedback + 3 years	Institutional Business Requirement	
C06.07.05	Customer complaints about the service, the internal handling of these complaints and the responses provided	Last action on complaint + 6 years	Limitation Act 1980 c58	