

Retention Schedule

UniQuest acts as a data controller of its own data and as a data processor of its clients' data. The below retention schedule is split into these two categories:

Data Controller

Category	Criteria
Prospective Clients	Any prospective client contacts collected from enquiry forms, events, emails or from publicly available information will be retained for 10 years from date of creation.
Details of Current or Past Clients	Details of a contract will be kept for 10 years after the cessation of the contract. This may include details of individuals who were significant in the execution of our service or key decision makers at the institution.
Survey Candidates	Candidates that agree to be held in our survey pool will be retained for 5 years at which point they will be contacted if we would like to retain their details longer.
Staff Records	All data will be deleted within 1 month of them leaving the business with the exception of information needed to provide references (name, start date, salary) which will be retained for 2 years.

Data Processor

Where our clients' retention policies are more restrictive or categorised differently to the below, we will abide by their policy.

Category	Criteria
Enquiries	All prospects will be retained for 5 years after first enquiry and for 1 year after the last inbound communication or interaction with an email (clicking a link in an email).
Enquiries (No Opt-in)	Enquiries for which we have no right to contact, i.e. they have opted out of all communication channels, will be retained for 1 year after the date that their preferences were captured.
Enquiries (Not Converted)	Referrals/spam/unconverted leads - where enquiries have had to be referred back to the client, we will retain the data for 1 year after the query.
Incomplete Applications	Incomplete applications will be retained for 3 years after the intake that they applied to, if the intake data is not available, it will be retained for 2 years after the date the application was created.
Unsuccessful Application	Unsuccessful Applications will be retained for 3 years beyond the intake they have applied for. Where the student has multiple or deferred applications, detail of all applications will be retained until 2 years after the latest application intake.
Successful Applications	Successful applications will be retained as current student records for 4 years to support any invoicing queries and to support any retention work requested by the client.