

Trinity Data Retention Schedule

DATA RETENTION SCHEDULE

UPDATED 01 August 2025				
Data Subject or Category		Subsets	Data Included	Retention Period
1. Candidate	1	Required to reproduce certificates/respond to enquiries/provide digital certificates/verification of exams/issuing exam related confirmation letters	Name, DOB, ULN, Gender, National Centre No, Candidate ID, external ID - e.g. student in school, Centre No, Date of exam, Qualification grade, level, result, absent, email address in relation to digital certificates	Indefinite
	2	All other personal and sensitive data	Evidence of ID, Address, email, telephone number, gender, ethnicity.	6 years then delete
	3	Special needs	Special needs - application, documentation, including medical evidence.	3 years then delete
	4	Exam data	Exam scripts, submitted material, mark sheets, signature capture sheets, audio files, video files, Arts Award moderation feedback, seating plans, supervisor reports, report forms.	On site - electronic or paper but not both - 6 months then paper copies to off site then both electronic and paper destroyed after 3 years
	5	SELT exam data	Exam scripts, submitted material, mark sheets, signature capture sheets, audio files, video files, scan of ID, photos.	Retention periods as set out in the concession agreement with the UK Home Office
	6	Clerical review/remarks/appeals/complaints/syllabus infringements/malpractice investigations	All data pertaining to the request/investigation- should all be kept electronically	6 years then delete
	7	Test Trial programme (pretesting programme) data	Name, ID, first language, date of birth, gender, voice recording (where relevant)	7 years then delete. Back-ups retained for 2 years and then deleted.
	8	Arts Award Advisers	As per 1 and 2 above plus work sector, experience to date, Local Authority (extracted from postcode)	Result is kept indefinitely as per candidate results.
	9	Adverse Effect investigation/Event Notifications	Candidate ID, examiner name and ID, centre name and ID	Indefinite
2. Users of learning/teaching/development applications, tools and websites, users of Trinity accounts	1	Skill Up! Application, NoteLab accounts	Name, ID, country, email address, log-in credentials, voice recording, user generated content, photograph, notes	For the duration of user activity and where the user account is terminated or dormant, for 1 year from the date of termination or date of the last user activity
	2	Trinity accounts	Name, ID, email address, log-in credentials, user generated content	For the duration of user activity and where the user account is terminated or dormant, for 3 years from the date of termination or date of the last user activity
	3	Individuals who contact Trinity via the service desk and bot/chat features on the website, and individuals whose personal data is contained in such service desk tickets and queries, and the 'contact us' function	Name, candidate ID, email address, phone number, potentially special needs status, location, and any other data the enquirer chooses to add to the enquiry	6 years then delete
3. Applicant	1	Parent/guardian, Administrator/teacher, Proposed candidate, LAR/National Rep	Applicant & candidate enrolment information & consent	Exam session + 6 months - electronic or paper
	2	Music online		Exam session + 6 months. Delete account 2 years after no activity
	3	Verifone/2Checkout (payment solutions provider) (independent third party)	Name, address, country, email address, credit/debit card details (where applicable), tax ID (where applicable)	5 years

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4. Moderators, markers, Arts Award trainers, Arts Award Monitoring and Support Panels	1	Pre-appointment	Application, interview documentation	Application + 6 months if not appointed
	2	Recruitment	Contact information, application form/CV, evidence of qualifications, references, DBS records	Contract duration + 6 years then delete
	3	Training & standardisation	Training assessment results, quality assurance records	Contract duration + 6 years then delete
5. National and local reps				
	1		Contact and personal information, performance information, country	Contract duration + 6 years. Delete TOL account 2 years after no activity
6. Centre				
	1	Centre and venues plus accountable contact who signed the contract	Contact and venue information. Management of performance e.g. inspections, support visits	Contract duration + 6 years
	2	Representative, administrative contact, finance contact, Arts Award Adviser, Internal Assessors	Contact information - not necessarily the accountable contact	Contract duration + 6 years
	3	Exam delivery	Appointment sheets, mark sheets, reports, comments	Exam session + 6 months then destroy securely
	4	Monitoring and/or support visit	Records of monitoring and/or support visits	Contract duration + 6 years
7. Teacher				
	1		Contact information	Indefinite
8. Ad hoc appointments				
	1	Stewards	Contact information	3 years after last use
	2	Video/photo models	Contact information. Copyright release.	Indefinite

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8. Marketing recipients	1	Includes Arts Award Advisors, Alumni, teachers, applicants, music online applicant, business prospects, customers	Contact information & interests	Indefinite unless unsubscribed
	2	Google Account holders consenting to relevant Trinity cookies	Online identifiers	14 months
	3	Surveys	Email address, responses	1 year
9. Marketing/promotional content	1	Testimonials/case studies/consent forms/videos	Full name, email address, video/audio files, photographs	Indefinite unless consent has been withdrawn
10. Staff	1	Applicant for a position	Personal information, Application, interview documentation and right to work Documentation, passport photo, criminal record data where relevant, biometric data, background check status data, qualification data, sanctions data where relevant, financial data	Application + 6 months if not appointed
	2	Employees	May include but is not limited to personal and contact information, employee ID, qualifications, DBS, employment details, right to work documentation, bank account credentials, special needs/disability information, photographs, computer files	Retirement + 6 years
	3	SELT employees	May include but is not limited to contact and personal information, job title, medical information if applicable	Retention periods as set out in the concession agreement with the UK Home Office.
	4	Workers	May include but is not limited to personal and contact information, worker ID, application form/CV, evidence of qualifications, references, DBS records, training assessment results (where training and standardisation is carried out), bank account credentials, photographs, notes on performance, feedback on engagement, monitoring outcomes, biographies, next of kin, role	Contract duration + 6 years
	5	Self-employed contractors	Personal information, employment details, right to work Documentation, IR35 and employment status documentation, notes on performance, feedback on engagement, monitoring outcomes, biographies, next of kin, role	Final use + 6 years
	6	Agency workers	Application, interview documentation and right to work documentation	Final use + 6 months
	7	Trustees and Audit Members	Contact and personal information, role, qualifications, biographies and CVs, employment details,	Indefinite
	8	Board Apprentice	Contact and personal information, employment details, role	Indefinite
10. Contractors	1	Item writers, inspectors, content contributors	Contact information, bank details, IR35 and employment status documentation	Contract duration + 6 years
	2	Artistic creators including photographers	Name details for attribution of work	Indefinite
11. Disclosure and Barring Service checks ("DBS")	1		Contact and personal information, location, criminal convictions, result, date of result, reference number	Full certificate held for 6 months after decision is made. Data pertaining the result, date of result and reference number is kept for contract duration + 6 years

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12. Suppliers	1		Contact information, banking details	Contract + 6 years
13. Key contracts (SELT, Tfl)	1		Contact information	Indefinite
14. Music authors/composers	1	Copyright holders	Contact information, bank details	Death + 70 years
15. Financial Transaction information	1		All documentation relating to any financial transaction from any source	6 years then destroy
16. Emails	1	Wide scope and could include employees, consultants, customers, candidates, supplier representatives	Wide scope and could incorporate personal information from other line items in the retention schedule	At present kept indefinitely. Intention in the near future to automatically delete after 7 years.
17. Safeguarding processes	1	includes candidates, candidates' parents/legal guardian, customers, staff, centres	Personal and contact information, video and audio recordings including CCTV recordings, photographs, details of special needs and disability status, details of the event/offence, candidate ID, country, historical complaints, records held and results of DBS checks where relevant	Indefinite
18. Disclosure Management	1	Staff	Full name, job title, email address, conflicts of interest including role type and length of role (if any)	6 years from the disclosure being made
19. SELT CCTV	1	Wide scope and could include staff, candidates, third-parties, office visitors		CCTV footage relating to SELT is destroyed after 60 days or indefinitely for safeguarding purposes
20. Administrative and company secretarial	1	Meeting notes and agendas	Full name, job title, signature, comments made	Indefinite
	2	Trinity and Trinity's UK subsidiaries board minutes and resolutions	Full name, job title, signature, comments made	Indefinite
	3	Digital signatures		3 months after departure or 6 months after departure if the staff holds a senior position
21. Litigation, complaints and appeals	1	Wide scope and could include staff, litigants, candidates, candidates' parents/legal guardian, third-parties, witnesses, applicants	Wide scope and may include contact and personal information, exam-related data, audio and video recordings, employment or qualification details, ID details, details of special needs and disability status, details of the event/offence, candidate ID	7 years after a complaint/appeal/legal dispute (UK-based) has finalised. Otherwise, 15 years after a case has closed if dispute went to court. SELT complaints and appeals follow the concession agreement with the UK Home Office.