

LAMDA

Data Retention Policy

LONDON ACADEMY OF MUSIC AND DRAMATIC ART

Introduction

LAMDA requests, generates, processes and stores a range of personal data during the conduct of its business. The basis for this is set out in LAMDA's Privacy Notice. The current document serves as an operational appendix or schedule to the Privacy Notice, and describes the kinds of data which LAMDA stores, and the length of time for which they will be retained.

Where stored data items have reached the end of their retention period and need to be destroyed, anonymised statistical data derived from those items may continue to be retained as an historical record.

The categories below follow the broad areas of LAMDA's operations:

- Student Admissions and Administration
- Learning, Teaching and Quality Assurance
- Research
- Commercial and External Relations
- LAMDA Examinations
- Finance, Human Resources and Facilities
- Information Services
- Governance and Management

Key: SRS = Student Record System used by the Drama School
CRM = Customer Relationship Management. Used for box office, fundraising and marketing
Freshdesk = customer support software, used for query handling in LAMDA Exams
ExamTrack = awarding body software used by LAMDA Exams

1. Student Admissions and Administration

Data Type	Dept. Responsible	Medium	Retention Policy
Application information including name, photo ID, biographical data, contact details, educational history (unsuccessful applicants and successful applicants who do not enrol)	Academic Services (Admissions)	SRS	Target start date + 1 year
Hard copies of audition / interview panel notes and mark sheets; video footage of audition (unsuccessful applicants)	Academic Services (Admissions)	Hard copy; video	Until audition outcome finalised
Application information including name, photo ID, biographical data, contact details, educational history (enrolled students)	Academic Services (Admissions)	Hard copy / SRS	Date of leaving/graduation + 6 years

Hard copies of audition / interview panel notes and mark sheets; video footage of audition (enrolled applicants)	Academic Services (Admissions)	Hard copy / video	Date of leaving/graduation + 6 years
Enrolment forms and supporting documentation	Academic Services (Admissions)	SRS	Date of leaving/graduation + 6 years
Tuition fee invoices and receipts	Finance	Finance system / SRS	Date of leaving/graduation + 6 years
Student loan calculations and payments	Finance	Finance system	Date of leaving/graduation + 6 years
Bursaries and Scholarships: applications and correspondence	Academic Services; Development	SRS / CRM system	Current financial year + 6 years
Bursaries and Scholarships: transactions	Finance; Development	Finance system	Current financial year + 6 years
Bursaries and Scholarships: list of recipients	Finance; Development; Academic Services	SRS / CRM	Permanent
Hardship fund: applications and correspondence	Academic Services; Finance	Finance system	Current financial year + 6 years
Student health and welfare records	Academic Services; Drama School; Technical Training	SRS	Date of leaving/graduation + 6 years
Student attendance monitoring	Academic Services; Drama School; Technical Training	Timetable / SRS	Current period + 6 years
Student disciplinary records (non-academic)	Academic Services	SRS	Settlement of case + length of any sanction imposed

2. Learning, Teaching and Quality Assurance

Data Type	Dept. Responsible	Medium	Retention Policy
Student Awards and Prizes	Drama School / Technical Training	SRS / Network storage	Permanent
Graduation CVs and Headshots	Drama School / Technical Training	SRS	Permanent
Student disciplinary records (academic)	Academic Services	SRS	Settlement of case + length of any sanction imposed

Assignments / coursework / projects	Drama School / Technical Training	Any	End of relevant academic year
Written feedback for students	Academic Services; Drama School / Technical Training	SRS	Date of leaving/graduation + 6 years
Minutes of examination board meetings	Academic Services	Network storage	Permanent
Minutes of concessions committee	Academic Services	Network storage	Current period + 6 years
Assessment marks (module level)	Academic Services	SRS	Permanent
Pass lists	Academic Services	Network storage	Permanent
Course admin documents and correspondence	Drama School / Technical Training	Network storage	Cohort target end date + 6 years

3. Research

Data Type	Dept. Responsible	Medium	Retention Policy
Contracts and agreements	Drama School / Technical Training	Network storage	Termination of contract/agreement + 6 years
Intellectual Property Rights (IPR) correspondence	Drama School / Technical Training	Network storage	End of relevant financial year + 6 years
Funded project files	Drama School / Technical Training	Network storage	As detailed in funder's terms and conditions

4. Commercial and External Relations

Data Type	Dept. Responsible	Medium	Retention Policy
Alumni membership and contact records	Development	CRM system	Permanent, with individuals' agreement
Alumni donation records	Development	CRM system	End of relevant financial year + 6 years
Prospectuses	Marketing & Communications	Hard copy	Permanent

Contact details of donors and engaged prospects	Development	CRM system	Reporting period + 6 years
Donation transactions	Development; Finance	CRM system	Reporting period + 6 years
Membership records	Development; Finance	CRM system	Reporting period + 6 years
Room / seat naming	Development	CRM system	Duration of agreement
Guest lists for significant donor/fundraising events	Development	CRM system / Network storage	Date of event + 12 years
Customer personal data relevant for booking shows and events	Front of House and Box Office	CRM system	Ongoing, with individual's agreement (obtained at the point of collection) unless / until agreement withdrawn
Customer personal data relevant for purchasing memberships	Front of House and Box Office / Development	CRM system	Ongoing, with individual's agreement (obtained at the point of collection) unless / until agreement withdrawn
Customer personal data relevant for purchasing merchandise	Front of House and Box Office / Exams	CRM system	Ongoing, with individual's agreement (obtained at the point of collection) unless / until agreement withdrawn

5. LAMDA Examinations

Data Type	Dept. Responsible	Medium	Retention Policy
Examination Records	LAMDA Exams: Operations	ExamTrack	Permanently
Customer and Examiner contact details	LAMDA Exams: Operations	ExamTrack / Network storage	Current + 6 years
Written feedback for Learners	LAMDA Exams: Operations	Network storage	Current + 6 years

Audio recordings	LAMDA Exams: Quality	Network storage	Date of exam + one year
Reasonable Adjustment and Special Consideration applications, supporting documents and records	LAMDA Exams: Syllabus	ExamTrack / Network storage	Current + 6 years
Centre Registration Agreements	LAMDA Exams: Quality	Network Storage	Termination of agreement + 6 years
Contracts, agreements and supporting documentation	LAMDA Exams: All	Network Storage	Termination of contract + 6 years
Minutes of Examinations Meetings and Committee Meetings	LAMDA Exams: Quality	Network storage	Permanent
Financial data and documents	LAMDA Exams: All	ExamTrack / Network storage	End of relevant financial year + 6 years
Directory of LAMDA Teachers membership and contact records	LAMDA Exams: Syllabus	CRM system and LAMDA website	Termination of agreement
Customer correspondence	LAMDA Exams: All	Freshdesk / Network storage / ExamTrack	Current + 6 years
Scheduling and results processing data and documentation	LAMDA Exams: Operations	Network storage	Current + 3 years
Examiner training, moderation and standardisation records	LAMDA Exams: Syllabus	Network storage	Current + 6 years unless superseded or termination of contract / agreement

6. Finance, Human Resources and Facilities

Data Type	Dept. Responsible	Medium	Retention Policy
Leases	Finance; Facilities	Network storage	Lease term + 6 years
Contracts/ Agreements	Finance	Network storage	Contract + 6 years
Purchase Orders	Finance	Network storage	Current financial year + 6 years
Budget and management accounts working papers	Finance	Network storage	Current financial year + 1 year

Conveyances and deeds	Finance	Network storage	Permanent, or until sale or disposal
BACS reports	Finance	Network storage	Current financial year + 6 years
Invoices	Finance	Network storage	Current financial year + 6 years
Journals	Finance	Network storage	Current financial year + 6 years
Credit card reports	Finance	Network storage	Current financial year + 6 years
Payroll	Finance; HR	Network storage	Current tax year + 6 years
Tax	Finance	Network storage	Current tax year + 6 years
HR data (incl. CVs and other personal information) on unsuccessful candidates for employment	HR	Network storage / hard copy	End of recruitment activity + 6 months.
HR data (incl. CVs and other personal information) on employees	HR; Finance (inc payroll)	Network storage	Current tax year + 6 years

7. Information Services

Data Type	Dept. Responsible	Medium	Retention Policy
Enquiry via web form	Marketing and Communications	Electronic	Retained only until information passed into relevant business system
Library accessions	Academic Services	Hard copy & electronic	As per library collection policy
LAMDA business systems, incl email and network storage	IT	Electronic	Overnight backups retained for 1 year
Cloud-based business systems	IT	Electronic	Mirrored backups retained for 1 year

8. Governance and Management

Data Type	Dept. Responsible	Medium	Retention Policy
Audit files	Finance	Network storage	Retain until completion of next audit of that topic
Audit reports	Finance	Network storage	Retained in compliance with the appropriate statutory requirement
Board of Trustees and its sub-committees: minutes and papers	Director's Office	Network storage	Permanent
Academic Board and its sub-committees: minutes and papers	Academic Services	Network storage	Permanent
Working groups	Various, as appropriate	Network storage	Until work of group has been completed
Copyright registrations	Director's Office	Network storage	Permanent
Environmental Studies	Director's Office	Network storage	Permanent
Insurance contracts, policies, claims, applications, disbursements	Director's Office	Network storage	Permanent; completion of claim + 6 years
Real estate documents (including loan, mortgage contracts, deeds)	Director's Office	Network storage	Permanent
Stock and bond records	Director's Office	Network storage	Permanent
Trademark registrations, evidence of documents	Director's Office	Network storage	Permanent
Warranties	Director's Office	Network storage	Duration of warranty + 7 years
Contracts	Director's Office	Network storage	Permanent if current (7 years if expired)
Records documenting legal support, representation and litigation	Director's Office	Network storage	Settlement of case + 12 years
Articles of Association	Director's Office	Network storage	Permanent

Regulations and Policies	Director's Office; Academic Services	Network storage	Permanent until superseded; then 6 years
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Last update: October 2019
Next review: August 2020
