Data Retention of call recordings for Service Lines

Package A

Pension Credit Claims	Rolling 14 month retention then transfer to DWP
Pension Credit Enquiries	Rolling 4 week deletion
State Pension Enquiries	Rolling 4 week deletion
Winter Fuels	Rolling 14 month deletion
Jobseeker’s Allowance New Claims	Rolling 14 month retention then transfer to DWP
Jobseeker’s Allowance Online	Rolling 4 week deletion