



Ministry
of Justice



HM Courts &
Tribunals Service

Courts and Tribunals Service Centres, HM Courts and Tribunals Service Records Retention and Disposition Schedule

Introduction

1. This schedule applies to the records that are created and managed by staff working in Courts and Tribunal Services Centres (CTSC) in HM Courts and Tribunals Service (HMCTS). It has been agreed following consultation between HMCTS and the Departmental Records Officer's (DRO) team in the Ministry of Justice.
2. As a public body, the MoJ takes its responsibilities for managing information seriously. These responsibilities include compliance with the Public Records Act 1958, General Data Protection Regulation (GDPR), the Data Protection Act 2018, Freedom of Information Act 2000 (FoIA) and amending legislation. The MoJ uses Records Retention and Disposition Schedules (RRDS) to manage its compliance with statutory obligations to identify what information and records we hold, how long we keep it and what should happen to these records at the end of that time.
3. Where CTSC's work is not subject to specific legislation (including Procedure Rules, GDPR or FoIA), it is governed by the Crown's common law powers, as limited by the restraints of public law and constitutional principle.

More about this schedule

4. None of the records listed below are selected for permanent preservation and transfer to The National Archives (TNA).
5. This schedule covers records retained in the CTSCs as well as records that CTSC staff access on corporate case management systems.
6. This schedule is split into three tables:
 - a. Records unique to CTSCs
 - b. Records that are unique to HMCTS
 - c. Records held by various teams within the MoJ and its associated bodies and where a common retention and disposition policy is applied.

7. If a Freedom of Information Act 2000 request or a subject access request under the General Data Protection Regulation and Data Protection Act 2018 is received, a hold must be put on the relevant records for at least **three months** after the request is resolved.¹
8. Records that were retained under the moratorium on the destruction of records relevant to the Independent Inquiry into Child Sexual Abuse (IICSA) should continue to be retained until further guidance is issued.
9. While the UK Covid-19 Inquiry continues its investigations, any records of potential interest to the Inquiry, as set out in published Terms of Reference, will be retained. Further information can be found at: <https://covid19.public-inquiry.uk/uk-covid-19-inquiry-terms-of-reference-2/>.
10. As part of its commitment to transparency, this schedule will be published on the MoJ's webpage: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>.

¹ See rows **11** and **12** for maximum retention period

The schedule

A. Unique records held by Courts and Tribunals Service Centres

No.	Record type	Retention and disposition
1.	Case related correspondence (including emails) uploaded to case management systems	Once uploaded onto CCD or the Common Platform, keep for 90 days and then destroy
2.	Non-case related correspondence	Unless subject to ongoing investigations, keep for 30 days and then destroy all copies ²
3.	CRM Record <ul style="list-style-type: none"> • Name & alternative if applicable • Address & alternative if applicable • Company • Telephone number & alternative if applicable • Fax • Email • Customer type • Assisted Digital Needs • Case ID • Reasonable adjustments • Date created / modified • Comments – free text field 	Keep for two years from last contact and then destroy
4.	a) Webchat transcript b) Webform content	Keep for two years from last contact and then destroy

² All copies includes Inboxes, Sent mailboxes, printouts, etc.

No.	Record type	Retention and disposition
5.	Cherished documents (usually birth, marriage and death certificates)	<p>All documents except for Probate: Keep for one year from date received at storage facility</p> <p>Probate cherished documents:</p> <ul style="list-style-type: none"> • Return to the applicant in the same way that the registries return them. • All original Wills are permanently retained. They should be sent to offsite storage and become a public document where anyone can request a copy.)
6.	Retention policies for different services are set out in jurisdictional schedules which are available at: https://www.gov.uk/government/publications/record-retention-and-disposition-schedule	

B. Records unique to HMCTS

No.	Record type	Retention and disposition
7.	<p>Records created as part of governance and assurance processes including:</p> <ul style="list-style-type: none"> • Key Control Check Sheets (KCCS) • Standard Operating Controls (SOC) • Previous equivalents 	Destroy in line with the HMCTS Governance and Assurance RRDS ³

C. Records managed by a common retention and disposition policy

No.	Record type	Retention and disposition
8.	Customer bank details	Keep for no longer 14 days and then destroy
9.	HR information (held by line managers)	Destroy in line with the <i>What to keep</i> ⁴ guidance

³ This RRDS is published at: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>

⁴ *What to keep* is available at: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>

No.	Record type	Retention and disposition
10.	Responses to Subject Access Requests	Keep for nine months and then destroy.
11.	Background information (held by business) for responses to information requests made under: <ul style="list-style-type: none"> • Freedom of Information Act⁵ • Environmental Information Regulations NB. See footnotes showing where the answers to these requests are held	Keep for one year and then review: <ul style="list-style-type: none"> • Where operationally relevant, keep for another year and then repeat the process until the item is no longer needed. • Where no longer needed, destroy immediately.
12.	Business continuity plans (held by business)	Updated annually. Keep previous versions for three years and then destroy.
13.	Finance and risk management information	Keep for seven years and then destroy.
14.	All other types of record not specified above, including copies of records which are owned by other business areas ⁶	Keep for up to three years and then destroy.

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Signed: 12 January 2024

⁵ The answers to these requests are held by Disclosure (see row 40 of the MoJ HQ schedule)

⁶ If the business identifies record types which need a new retention period, they should contact the DRO's team.