



Data Retention Chart



Paddles Up Training Data Retention Chart

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Data Retention Requirements

This chart should be read in conjunction with the Paddle UK Data Retention Policy:

<https://www.paddleuk.org.uk/privacy-centre>

Please see the table(s) below for the maximum retention period. Data is stored securely in a digital format. Once records are digitised, all hard copies are securely destroyed.

Records will be securely destroyed within 12 weeks of expiry of the retention period, this is to manage expiry periods efficiently.

x

Record Type	Retention Period	Explanation of retention period
Registrations Data	Life	Record availability for external quality assurance by BCAB
Application forms (Role, APL, CPD)	3 years	Complaints, Appeals, Internal Verification and Quality Assurance
Provider Logbooks	3 years	Complaints, Appeals and Record availability for external quality assurance by BCAB
Check-in Forms	1 year	Candidate support, Complaints, Appeals and Record availability for external quality assurance by BCAB

Copies of supporting qualifications	3 years	Candidate Support, Complaints, Appeals and Record availability for external quality assurance by BCAB
Candidate work	3 years	Candidate Support, Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB
Feedback Forms	3 years	Complaints, Appeals, Internal Verification, Quality Assurance, Research, Trend Analysis and Record availability for external quality assurance by BCAB
Reasonable Adjustments	3 years	Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB
Appeals	3 years	Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB
Complaints	3 years	Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB
Disciplinary outcomes/ sanctions	3 years	Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB

Internal Verification/ Standardisation	3 years	Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB
Quality Assurance Records	3 years	Complaints, Appeals, Internal Verification and Record availability for external quality assurance by BCAB
Course Schedules	1 year	Record availability for external quality assurance by BCAB
Payment History	5 years	Complaints, Record availability for external scrutiny by financial regulators
CPD Logs	3 years	Quality Assurance
Completed Credentials	Life	A candidate may continue to study throughout their life
Completed Qualifications	Life	A candidate may continue to study throughout their life
Completed Roles	Life	A candidate may continue to study throughout their life



Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: coaching@paddlesuptraining.com

Darryll Shaw

Paddles Up Training Responsible Officer



Further Reading

This chart should be read in conjunction with the Paddle UK Data Retention Policy:

<https://www.paddleuk.org.uk/privacy-centre>