

Type of information	Example content	How long we usually keep it	Why we keep it for this long
Client records	Name, contact details, assessment and treatment notes, history	<p>For Adults: At least 8 years after your last contact.</p> <p>For Children: up until your 25th birthday.</p> <p>For Onebright Psychiatric Services clients: 20 years for adults and up until the 25th birthday for a child.</p>	To provide your care, meet NHS and legal requirements, and handle queries or complaints.
Therapy session recordings	Audio/video of therapy sessions	28 days	To support your care and employee clinical supervision, then delete automatically.
Call recordings	Recorded calls	2 years	To identify training needs and for monitoring purposes.
Complaints	Complaint details and correspondence	7 years from the complaint	To respond to complaints and demonstrate how we handled them.



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Serious incidents and safeguarding	Incident details and follow-up	Up to 20 years	To meet safeguarding and NHS Records Management Code of Practice requirements.
Website enquiry forms	Information you submit via online forms (e.g. brochure requests)	30 days	To respond to your enquiry, then delete it if no longer needed.
Corporate client contact details	Work contact details for client representatives	Up to 7 years after the contract or service ends	To manage our relationship and meet contract and accounting needs.
Finance and payment records	Invoices, payment history, limited billing details (not full card numbers)	Usually up to 7 years after the end of the relevant financial year or contract	To meet tax, accounting and financial reporting obligations.
Card payment details	Cardholder name and limited card details processed by our payment providers	Card details are kept by our payment providers for short periods (for example around 3 months) then securely deleted	To process your payment securely and help prevent fraud.



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Network Clinician Data	Name, contact details, accreditations and insurance	7 years after you stop working for Onebright	To meet contractual, regulatory and insurance requirements, and to handle any queries or claims that may arise.
System backups	Copies of our systems that may contain any of the above	For as long as needed under our backup schedules	To ensure business continuity and data recovery in line with data protection guidance.
Right to be forgotten (RTBF)	Correspondence confirming completion of a RTBF	6 years	To demonstrate compliance with UK GDPR Article 17 and to defend against any related complaints or legal claims.
Subject Access Requests, Response and Correspondence	SAR requests, response letters, copies of data disclosed, and related correspondence	3 years 6 years if there has been an appeal	To demonstrate compliance with UK GDPR Article 15 and to defend against any complaints or ICO investigations.