

Information Retention and Deletion Schedule – Thomas, Carroll (Brokers) Limited

We will keep information about you, including any special category and criminal conviction data, for 6 years after the end of our relationship with you unless legal or regulatory obligations require otherwise. Where you have submitted a claim, we will retain your data for 6 years after the end of our relationship with you or 6 years after the date of settlement of the claim, whichever is the latter. Where you have requested a quote, consented to receive a quote in the future, contacted us for details of our services and products or received a quote, we will retain your data for 6 years. Where you make a complaint, we will retain the data for 6 years after the end of our relationship with you or 6 years after conclusion of the complaint, whichever is the latter. Any telephone call recordings will be retained indefinitely. Where you or law enforcement agencies inform us about any active investigation or potential criminal prosecution, we will comply with legal requirements when retaining this data.

Sometimes we may need to retain your data for longer, for example if we are representing you or defending ourselves in a legal dispute or as required by law or where evidence exists that a future claim may occur.

Where we provide protection products, or pension reviews, pension governance or salary sacrifice reporting, we will retain data indefinitely.

Where we provide health and safety or employment law services, we will retain data indefinitely.