



Vodafone Ltd Retention Schedule

Vodafone will store your information for the duration of your contract and for as long as we are required to by law then it will be deleted in line with the retention periods detailed below. If there's no legal requirement, we'll only store it for as long as we need to in order to provide Vodafone products or services to you.

Please see the table for a list of retention periods for our most commonly collected categories of personal data. If you have any queries regarding this schedule please contact Customerdataquery@vodafone.com

Category of Data	Retention Trigger	Retention Period	Lawful Basis
Account information	Account closure	7 years	Performance of a contract and then legal requirement
Mobile phone bills	Account closure	7 years	Performance of a contract and then legal requirement
Raw Network Data i.e. data relating to calls on the network	Date the network activity made (i.e. retention period starts after a call has been made)	12 months	Legitimate business interests and legal requirement
Financial and payment information	Account closure	3 years	Legal requirement
Call recordings to Vodafone call centres	Date the call was made	Maximum of 24 months	Legitimate business interests for training and quality purposes
Payment history	Account closure	7 years	Legal requirement
Card payment information	Account closure	3 years	Legal requirement
Cookies	Cookies are stored on a per-session basis only, to aid your navigation of our websites. Persistent cookies may be set to store display related preferences. Depending on your browser you may also be able to control cookie use by altering your browser settings. For more information please see our cookie policy at www.vodafone.co.uk/privacy		Consent