



Vodafone Limited 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 privacyportal_cr@care.vodafone.co.uk

Category of Data	Retention Trigger	Retention Period	Lawful basis	
			In life customers	Following account closure
Account information	Account Closure	7 years	Performance of a contract.	Held in case a legal claim is bought under the limitation act 1980
Mobile phone bills	Account Closure	7 years	Performance of a contract.	Held in case a legal claim is bought under the limitation act 1980
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	Performance of a contract.	Held in case a legal claim is bought under the limitation act 1980
Financial and Payment Information	Account Closure	7 years	Performance of a contract.	Held in case a legal claim is bought under the limitation act 1980
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	Performance of a contract.	Held in case a legal claim is bought under the limitation act 1980
Card payment information	Account Closure	7 years	Performance of a contract.	Held in case a legal claim is bought under the limitation act 1980
Cookies	Cookies are stored on a per-session basis only, to aid your navigation of our web-sites. 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	

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