



Vodafone Limited Retention Schedule

Vodafone collects personal data where necessary as set out in our Privacy Policy. 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 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 | |

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