Three Limited Records Retention Schedule

As set out in our Privacy Policy, Three needs to collect some personal data about you for the purposes outlined . Three will store your information for the duration of your contract and/or for as long as we are required to do so by law and/or for other business reasons (such as being able to provide Three products or services to you) after which it will be deleted in accordance with the records retention periods outlined below. .

The table below lists the maximum retention periods for our most commonly-collected categories of personal data. Retention periods vary depending on whether you have a Pay Monthly Contract or a Pay As You Go account.

If you have any queries regarding this schedule, please contact three.dataprotection@vodafonethree.com

Pay Monthly Contract

Category of Data	Retention Trigger	Retention Period	Lawful Basis	
			In life customers	Following account closure
Account Information	Account cancellation	7 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Mobile phone bills	Date the bill was created	7 years	Performance of Contract	Held for financial reporting and in case a legal claim is brought under the limitation act 1980
Raw network data (data relating to calls on the network)	Date the network took place (e.g. the date the call was made)	13 months	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Financial and payment information	Account cancellation	7 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Call recordings to Three call centres	Date of the call	3 years	Legitimate business interests for training and quality purposes	
Payment history	Account cancellation	7 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Card payment information	Account cancellation	7 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Cookies	Cookies are stored on a per-session basis to aid your navigation of our websites. Persistent cookies may also be set to store display related preferences (for example). You can control cookie uses when you visit our website or via your browser settings. For more information please see our cookie policy at		Consent	

	https://www.three.co.uk/terms-conditions/privacy-and-cookies/cookies-policy	

Pay As You Go

Category of Data	Retention Trigger	Retention Period	Lawful Basis	
			In life customers	Following account closure
Account Information	Account cancellation	2 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Raw network data (data relating to calls on the network)	Date the network took place (e.g. the date the call was made)	13 months	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Financial and payment information	Account cancellation	2 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Call recordings to Three call centres	Date of the call	3 years	Legitimate business interests for training and quality purposes	
Payment history	Account cancellation	2 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Card payment information	Account cancellation	2 years	Performance of Contract	Held in case a legal claim is brought under the limitation act 1980
Cookies	Cookies are stored on a per-session basis to aid your navigation of our websites. Persistent cookies may also be set to store display related preferences (for example). You can control cookie uses when you visit our website or via your browser settings. For more information please see our cookie policy at https://www.three.co.uk/terms-conditions/privacy-and-cookies/cookies-policy		Consent	

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