Introduction

This Data Retention Schedule sets out the retention periods for personal data held by Nebula Logistics Ltd. It was last reviewed on 14 January 2026 and applies to all employees, contractors and temporary staff.

Customer Records

Customer account records are retained for the duration of the relationship plus seven years after the last transaction. Records relating to disputed invoices are retained until the dispute is resolved and a further six years have elapsed.

Employee Records

Employee records are retained for six years after termination of employment. Payroll records are retained for seven years. Records relating to workplace accidents are retained for twelve years.

Marketing Data

Marketing data is retained for two years from the last interaction. Individuals may request earlier deletion at any time.

Website Logs

Server logs are retained for 90 days. Aggregated analytics data may be retained indefinitely.

Backups

Backups are retained on a rolling basis for 35 days. Deleted records may persist in backups until they are overwritten.

Destruction

Paper records are destroyed by cross-cut shredding. Electronic records are deleted and overwritten. Destruction is recorded in the destruction log.

Exceptions

Records may be retained beyond the periods above where required by law, regulation or ongoing litigation. Such exceptions must be approved by the Data Protection Officer.

Review

This schedule is reviewed annually. Changes are communicated to all staff and published on the intranet.

Appendix A: Retention Periods

Record type	Retention period
Customer accounts	7 years after last transaction
Disputed invoices	Dispute resolved + 6 years
Employee records	6 years after termination
Payroll records	7 years
Workplace accident records	12 years
Marketing data	2 years from last interaction
Server logs	90 days
Backups	35 days rolling

Appendix B: Destruction Methods

Paper records are destroyed by cross-cut shredding. Electronic records are deleted and overwritten. Hardware is physically destroyed at end of life.