

Retention schedule

Record Type	Retention	Personal Data?	Lawful basis for processing personal data	Lawful basis for processing special categories of personal data
Adult health records including medical illustration records and scans	8 years	Yes	Pursuant to a contract between you and medneo UK	Medical diagnosis, the provision of health or treatment
Cancer/Oncology - the oncology records of any patient	30 Years or 8 years after death	Yes	Pursuant to a contract between you and medneo UK	Medical diagnosis, the provision of health or treatment
Record of long term illness or an illness that may reoccur	30 years or 8 years after death	Yes	Pursuant to a contract between you and medneo UK	Medical diagnosis, the provision of health or treatment
Clinical Audit	5 years	Patient records will be audited with the output recorded and stored in a way that does not identify the patient	Necessary for the purpose of legitimate interests for the purposes of local clinical audit for assessing outcomes for patients and identifying improvements which could be made for the future.	Medical diagnosis, the provision of health or treatment
Referrals not accepted	2 years	Yes	Pursuant to a contract between you and medneo UK	Medical diagnosis, the provision of health or treatment
Invoices	6 years	Yes	Pursuant to a contract between you and medneo UK	Medical diagnosis, the provision of health or treatment
Incidents (serious)	20 years	Yes	Legal obligation	Management of healthcare systems and services
Incidents (not serious)	10 years	Yes	Legal obligation	Management of healthcare systems and services
Financial records of transactions	6 years	Yes	Legal obligation	n/a
Complaints	10 years	Yes	Legal obligation	Management of healthcare systems and services
Litigation records	10 years	Yes	Legal obligation	Management of healthcare systems and services
Subject Access Request (SAR) and disclosure correspondence	3 years	Yes	Legal obligation	Management of healthcare systems and services
Subject Access Request where there has been a subsequent appeal	6 years	Yes	Legal obligation	Management of healthcare systems and services
Patient surveys/feedback	6 years	Yes. Feedback links will be sent to your email address. Our feedback questionnaires do not identify you	Article 6(1)(f) legitimate interests to support service improvement and patient experience	Our feedback questionnaires do not identify you
Name, email address, medneo products/services of potential interest, direct marketing preferences for Direct Marketing purposes	Preferences confirmed annually. Opt-outs retained indefinitely to comply with any wishes	Yes	Article 6(1)(f) legitimate interests to support service marketing activities	n/a