



DP POLICY

DP 007

Business Function	Purpose of Processing	Data subjects & Data categories	Retention Schedule
Clinical / Development / Customer Success	Understanding Usage & improving Service (Service Evaluation)	<b>Supporters / Clients</b> Usage data Feedback  <b>Clients</b> Demographic data Health details	<b>3 months after account closure</b>
Clinical	Clinical Support	<b>Clients</b> Health data Client messages Adverse event report Risk to self/others report  <b>Supporters</b> Supervision notes	<b>8 years after conclusion of treatment</b>
Operations	Provide SilverCloud platform and programmes (SilverCloud Supported Service)	<b>Clients</b> Contact details Optional personal info Usage data	<b>3 months after account closure (on platform), 8 years after conclusion of treatment (with clinical records)</b>
Operations	Technical support	<b>Supporters / Clients</b> Contact details Technical support queries	<b>5 years from query</b>

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