

709 RECORD RETENTION POLICY

PURPOSE

The purpose of this record retention policy is to outline documents retained by Community Care of West Niagara. By listing which information to keep and how long documents must be retained, we are ensuring the accuracy and security of important records.

DEFINITIONS AND SCOPE

This policy covers new hire paperwork, onboarding documents and company productivity information, donor information, volunteer information, client information collected to ensure program eligibility, and any other documentation that is required for the operation of the organization.

This policy applies to anyone who accesses, contributes or manages any documents related to the records mentioned above. This policy covers a variety of electronic and physical records including: Emails; Meeting minutes; Spreadsheets; Documents; Presentations; Scanned items, as examples.

Record: Any company documents that are stored for future reference.

Record Retention: The method for securing and overseeing records.

Retention Period: The length of time a record is to be kept in the company's files and storage.

HUMAN RESOURCE RECORDS

Any legal or business documentation submitted by employees during their application process, initial days of employment or pertaining to their performance during their employment with CCWN.

Retention Period & Protection: Physical Records will be retained in a locked cabinet in the Executive Director's office for two years after employee termination; Electronic Records will be retained in a password protected/locked electronic folder until two years after termination.

Storage and Disposal: Physical Records will be moved to CCWN file archives two years after termination for a period of 5 years. The records will be shredded and disposed of by a professional record disposal company. Electronic Records will be retained only as long as necessary to fulfill the purposes for which it was collected, or, as required by law. When no longer required, personal information will be securely destroyed or anonymized.

CLIENT RECORDS

Client Financial or Personal Documents submitted by clients to assess eligibility for programs operated by Community Care of West Niagara or on behalf of a Community Partner by Community Care of West Niagara.

Retention Period & Protection: Physical Records will be retained in a locked cabinet in the Client Services Coordinator's office for two years after last client service or program participation; Electronic Records will be retained in a password protected/locked electronic folder until two years after last client service or program participation termination.

Storage and Disposal: Physical Records will be moved to CCWN file archives two years after termination for a period of 5 years. The records will be shredded and disposed of by a professional record disposal company. Electronic Records will be retained only as long as necessary to fulfill the purposes for which it was collected, or, as required by law. When no longer required, personal information will be securely destroyed or anonymized.

DONOR RECORDS

Donor information is retained for the purposes of issuing charitable tax receipts, recognition, and for sharing information about the work and events of the organization in adherence to both CCWN fundraising, privacy policies, and any pertaining legislation.

Retention Period & Protection: Physical Records will be retained in a locked cabinet in the Manager of Community Engagement office for two years. Electronic Records will be retained in a password protected/locked electronic folder and/or CRM fundraising platform and/or donor spreadsheet and databases until 7 taxation years after final donation was made.

Storage and Disposal: Physical Records will be moved to CCWN file archives two years after last donation was received, for a period of 5 years or 7 taxation years after final donation was made. The records will be shredded and disposed of by a professional record disposal company. Electronic Records will be retained only as long as necessary to fulfill the purposes for which it was collected, or, as required by law. When no longer required, personal information will be securely destroyed or anonymized.

CCWN file archives are currently held at CCWN's Beamsville location, in a locked filing room. All Financial information will be kept for a minimum of 7 years, in accordance to CRA regulations.

IMPORTANT CONSIDERAITONS

It is possible that while addressing the needs for responsible record retention that direction is required beyond the scope of this particular policy.

Other resources include: Ops Policies 400,406, 407, 906; Gov Policies 201, 204, 205, 506, 600

Approved at CCWN's Board of Directors Meeting	TBD

Draft: December 19th, 2025