



Looking After Your Documents

Concerto IP Limited Document Retention Policy

1. The expressions used in this document which commence with an upper-case letter have the same meanings as in the body of our Standard Terms & Conditions if they are defined there.
2. Your Documents are your property.
3. We accept a duty of care for the safe-keeping of Your Documents organised within Files and a duty of care for the preservation of **Your Confidentiality**.
4. You are entitled to have such File(s), or any Your Document(s) You specify, sent or otherwise made available to You within a reasonable time of your making a written request. If you ask any be sent to you, we may charge You the cost of so doing, including copying.
5. Except insofar as Paragraph 6 requires us not to:
 - (1) We will destroy a File as soon as practicable after 6 years following whichever is later of:
 - (i) the date of your last Instruction on the File or
 - (ii) the last date at which we implemented Instruction on the File.
 - (2) We may destroy Other Documents at our discretion provided they then are no longer needed to discharge our duty of care.
6. We shall not destroy:

- (1) Any of Your Documents unless and until any policy agreed in writing between us in relation to them permits it.
- (2) Any Other Documents to the extent their destruction would be contrary to a legal obligation upon us or you.