

Processing situation	Deletion policy	Justification
Agreements/contracts with customers, accounting material and debt collection cases	5 years from the end of the financial year	The Danish Accounting Act (Bogføringsloven)
Logging of telecommunications and internet traffic	1 year after the logging	The Danish regulations about logging
Call recordings	30, 90 or 150 days after the recording, but this may vary due to the purpose of the call recording	The principle of proportionality as well as local agreements
Customer complaints	3 years after the complaint has been handled and closed	The Danish Limitation Act (Forældelsesloven), Section 3, subsection 1
Lawsuits	10 years after the case has been closed	The Danish Limitation Act (Forældelsesloven), Section 5, subsection 1, No. 3
Cases about personal data processed on the basis of the customer's consent	At the time where the customer revokes their consent	The Personal Data Regulation, art. 7, subsection 3
Documentation for consent and revocation of consent	3 years after consent has been given or revoked	The Danish Limitation Act (Forældelsesloven), Section 3, subsection 1
Statistical purposes	3 months after compilation of the statistics	The principle of proportionality
CDR-data	3 years after generation of tariff telegram	The Danish Limitation Act (Forældelsesloven), Section 3, subsection 1

Ad-Hoc tasks/extracts from systems	When the purpose of the treatment of data has ceased. However, it must always be deleted after 3 months at the latest, unless it is assessed at this time that the purpose of the processing is still present. Thereafter, such an assessment must be carried out continuously every 30 days	GDPR and the Danish Data Protection Agency's guidance on the deletion of personal data
Information regarding personal data breaches	1 year after the Authorities close the case	Regulation 2016/679 art. 5, subsection 1, letter e