

Mallow Credit Union - Retention Schedule (Version 19.2.2025)	
Accounting Records	Accounting records required to be kept further to the Credit Union Act, 1997 (as amended) must be retained for not less than six years from the date to which it relates.
Money laundering Provisions	The money laundering provisions of anti-money laundering legislation require that certain documents must be retained for a period of five years after the relationship with the member has ended.
Income Tax Records	We keep income tax records for a period of six years after completion of the transactions to which they relate.
Membership Records	Membership Applications and all associated supporting documentation relating to our share accounts is retained for a period of seven years after the relationship has ended.
Nomination Forms	Members Nominations are retained for seven years after the relationship with the member has ended.
PAYAC Current account, debit card services	All documentation relating to the provision of our current account and debit card services will be kept for a period of seven years from termination of members relationship with us.
Loan / Overdraft Records	Loan / Overdraft records are retained for a period of seven years from the date of discharge, final repayment, transfer of the loan / cancellation or termination of the overdraft.
Credit Agreements	Credit agreements are contracts and as such the credit union retains them for seven years from date of expiration or breach, and twelve years where the document is under seal.
Guarantees	Guarantee information is retained for seven years from the date of default of the borrower or date of demand (twelve under seal).
Declaration of Health Forms	Declaration of Health Forms are retained until a loan is repaid or a new DOH completed and approved if below €4k. If the carried forward balance of original loan exceeds €4k, original DOH must be kept along with the new DOH declaration.
CCR	Central Credit Register enquiry we retain for five years from the date the check was run.
CCTV Footage	We have CCTV footage installed on the premises with clearly marked signage. The purpose of this is for security, public safety and the prevention and detection of fraud, we retain for 30 days .
Call Recording	We record phone conversations both incoming and outgoing for the purpose of verifying information and quality of service and regulatory purposes, we retain for 13 months .
Counter Transaction Dockets	Further to the Credit Union Act 1997 (as amended), Member counter transaction dockets must be retained for not less than five years from the date to which it relates.
Member Complaints	Member Complaints are retained for six years after the complaint has been resolved.
e-AGM recording including the attendance list and poll results	Retained for 3 months after the AGM or until the AGM minutes are finalised whichever is the latest.

Mallow Credit Union Limited is regulated by the Central Bank of Ireland.