

# Chapter 11: Email Retention Policy

## PURPOSE

## RETENTION POLICY

To ensure that the City of Salida, each Department, and staff member is responsible for maintaining and retaining those files identified under this policy's "General Information" for the periods of time indicated as referenced by the "COLORADO MODEL MUNICIPAL RECORDS RETENTION SCHEDULE, adopted by the City of Salida. Any changes in computer systems or record formats that affect the retained files must be identified and documented. The "COLORADO MODEL MUNICIPAL RECORDS RETENTION SCHEDULE" is an exhibit at the end of this policy.

## POLICY

1. Departments and Staff maintain program and system documentation in conjunction with the files listed under General Information for the required retention period as referenced by the "COLORADO MODEL MUNICIPAL RECORDS RETENTION SCHEDULE". This documentation should include record formats, label descriptions, flowcharts, and/or a narrative description in sufficient detail to explain the use of programs that process the identified files.
2. IT Management ensures that all backup archived copies of the retained files are clearly labeled and secured to prevent inadvertent release or destruction by means of off-site storage and archiving. The IT Administrator or designee shall be responsible for preserving all electronic public records either on or off the system for a length of time consistent with the City ordinances and Colorado State Statues.
3. IT Management ensures that the program and application systems that process the identified files are retained and archived when new versions or replacement systems are implemented. Alternatively, the IT Management may elect to convert the archived historical information to the record format supported by the new version of the application software.
4. Departments and Staff will provide, as necessary, computer time to the auditors to conduct audits with retrieval programs at mutually agreed upon times.
5. All electronic communications via the Internet and online services are considered transitory writing and are not retained in the City of Salida's normal course of business.
6. E-mail is not backed-up on a permanent basis. The City stores E-mail only to the degree that allows it to be restored in case of a disaster or system failure, usually, a one day system backup.
7. E-mail is a form of sending/receiving information and documents. As such, E-mail is not a separate category of document for which there is a separate retention schedule. All electronic communications via the Internet and online services are considered transitory writing and are not retained in the City's normal course of business. As with any other form of communication received or sent, the sending/receiving employee must determine if the content of the E-mail has lasting value and whether the same should be preserved.

8. It is the user's responsibility to determine if the E-mail is important enough to retain, and if so, to save the E-mail to an appropriate location, locally or on the network. All Email senders/recipients share the custodial responsibility for the proper handling of E-mail messages sent/received. All City E-mail senders/recipients are required to understand and determine the retention, deletion, and archiving requirements for all E-mail messages sent/received by the employee. Saved E-mail messages should be complete, reasonably accessible (if a public record), manageable, and secure for the life of the record. To be complete, the archived email message should include the following information: recipient(s), sender, subject, text, date sent, time sent, complete attachment(s), and group list member names.

9. If retention is warranted because the content of the E-mail message makes it a City record, the E-mail message must be retained outside of the employee's E-mail inbox for the period of time specified in the "COLORADO MODEL MUNICIPAL RECORDS RETENTION SCHEDULE."

10. There is no mechanism for restoring deleted or purged E-mail messages.

11. E-mail is not a permanent storage medium. Users are responsible for purging the E-mail "Deleted Items" and "Drafts", on a regular basis not to exceed 30 days. The City will purge any Emails that are 6 months or older, read or unread.

12. E-mail messages that are announcements of meetings, routine exchanges of information, and other documents that have no informational value, should be deleted as soon as they have served their purpose.

13. Employees are responsible for retaining documents sent via the E-mail system in accordance with retention schedules and guidelines established by the City Administrator.

14. Employees who will be absent for an extended period of time must make arrangements to review and purge their E-mail messages, either personally or through a designee.

15. Employees who leave or are terminated from the organization must make arrangements with IT to review and purge their E-mail messages by their final day.

16. If an employee is unsure whether an e-mail message should be saved, the employee should contact either the Office of the City Clerk or the City Attorney.

17. Retired, obsolete, disposed, or auctioned equipment shall have their internal storage device physically removed and stored for physical destruction by a 3rd Party at the request of the IT Management.

#### Suggested Retention Period for City of Salida Records

- Records retention is necessary to protect the Organization and provide historical documentation of the Organization's actions and processes. Please reference the "COLORADO MODEL MUNICIPAL RECORDS RETENTION SCHEDULE". Generally, if there are multiple rules of retention for various documents or files, the strictest rule of retention prevails.

## EXHIBIT A

### 40.100 CORRESPONDENCE AND GENERAL DOCUMENTATION

*Correspondence* is a written communication that is sent or received via the U.S. mail, private courier, facsimile transmission or electronic mail, including letters, postcards, memoranda, notes, telecommunications and any other form of written communications. The term *general documentation* is intended to cover a wide variety of records created in the normal course of business.

#### A. ***Enduring Long-Term Value***

Documentation or correspondence, including e-mail messages, with lasting long-term administrative, policy, legal, fiscal, historical or research value; records that relate to policy issues and actions or activities in which an important precedent is set; records of historic events; and other similar records and documentation.

Retention: Permanent

#### B. ***Routine Value***

Routine operating documentation or correspondence with limited administrative, legal, fiscal, historical, informational or statistical value. Includes routine e-mail messages, letters or memoranda, reading or chronological files that contain duplicates of memos or letters also filed elsewhere, routine requests for information, transmittal documents, etc.

Retention: 2 years

#### C. ***Transitory Value***

General documentation or correspondence of extremely short-term value, including advertisements, drafts and worksheets, desk notes, copies of materials circulated for informational "read only" purposes, other records, including e-mail messages, with preliminary or short-term informational value.

Retention: Until material has been read