

## **1. Purpose**

The Email Retention Policy is intended to help employees determine what information sent or received by email should be retained and for how long.

The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via electronic mail or instant messaging technologies.

All employees should familiarize themselves with the email retention topic areas that follow this introduction.

Questions about the proper classification of a specific piece of information should be addressed to your manager.

## **2. Scope of the policy**

All company email information is categorized into four main classifications with retention guidelines: (to be adjusted as necessary)

- Administrative Correspondence (4 years)
- Fiscal Correspondence (4 years)
- General Correspondence (1 year)
- Ephemeral Correspondence (Retain until read, destroy)

## **3. Policy**

### **Administrative Correspondence**

Administrative Correspondence includes, though is not limited to clarification of established company policy, including holidays, time sheet information, dress code, workplace behaviour and any legal issues such as intellectual property violations. All email with the information sensitivity label Management Only shall be treated as Administrative Correspondence. The individual employee is responsible for email retention of Administrative Correspondence.

### **Fiscal Correspondence**

Fiscal Correspondence is all information related to revenue and expense for the company. The individual employee is responsible for email retention of Fiscal Correspondence.

### **General Correspondence**

General Correspondence covers information that relates to customer interaction and the operational decisions of the business. The individual employee is responsible for email retention of General Correspondence.

### **Ephemeral Correspondence**

Ephemeral Correspondence is by far the largest category and includes personal email, requests for recommendations or review, email related to product development, updates and status reports. The individual employee is responsible for email retention of Ephemeral Correspondence.

<b>Description:</b>	Communication Retention Policy	<b>Policy Number:</b> HRP016
<b>Department:</b>	Risk Management/Administration	
<b>Responsibility by:</b>	All / Facilities	
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**Instant Messenger Correspondence**

The Company does not support the use of Instant Messenger Correspondence like Whatsapp, FB messenger, etc.

All though these types of instant messaging applications are being used more frequently in the workplace, the lack of security, control of retention, and editing of messages cannot be controlled or managed, introducing a risk to the company. When using instant messaging it must always be followed up by a details summary email to confirm the discussion that was had on instant messaging.

**4. Enforcement**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

**5. Definitions****Approved Electronic Mail**

Only the latest version of Microsoft Outlook and Microsoft Exchange is supported by the IT Support Team. If you have a business need to use other mailers contact the appropriate support organization. This could include Office365 and other cloud providers.

**Individual Access Controls**

Individual Access Controls are methods of electronically protecting files from being accessed by people other than those specifically designated by the owner. On UNIX machines, this is accomplished by careful use of the `chmod` command (use *man chmod* to find out more about it). On Mac's and PC's, this includes using passwords on screensavers and password protecting individual files

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