

### 37450 E-mail Retention and Deletion Policies and Procedures

Please could you share a copy of your email retention and deletion policies and procedures?

We do not have specific e-mail retention and deletion policies and procedures. What we have is our record retention rules which apply to all records created by a single activity, regardless of format. Further detail is provided on our website at:

<https://www.edinburgh.gov.uk/managing-information/care-records/1>

Council services are asked to create and maintain records management manuals that outline in greater detail what, when and how records (including e-mails) are to be disposed of, and under whose authority.

Also, any information that could help answer the following questions would be appreciated:

What retention periods have you set for mailboxes, if any?

What retention periods have you set for emails in outlook, if any?

How do you know which email, while in outlook, is to be deleted and when?

Please refer to A1 above.

How do you delete emails in outlook that are due for destruction?

Are your users allowed to move emails from outlook to other systems? And if yes, what guidance do you have for them, if any?

Attached is our guidance on how staff can manage and dispose of e-mails.