

THE CORPORATION OF THE  
**CITY OF WHITE ROCK**  
 15322 BUENA VISTA AVENUE, WHITE ROCK, B.C. V4B 1Y6



**POLICY TITLE:** **CORPORATE PROCESS REGARDING REQUIREMENTS FOR CITY ISSUED CELL PHONE TEXT MESSAGES AND EMAIL RECORDS AND BACK-UP DATA SCHEDULE**

**POLICY NUMBER:** **ADMIN – 213**

<i>Date of Council Adoption: September 29, 2015</i>	<i>Date of Last Amendment: May 10, 2021</i>
<i>Council Resolution Number: 2014-295, 2015-309; 2021 -264</i>	
<i>Originating Department: Administration</i>	<i>Date last reviewed by the Governance and Legislation Committee: April 26, 2021</i>
<i>Corresponding Staff Directive: Admin 213</i>	

**Policy:**

- 1) All email records of City of White Rock (“City”) personnel (including Mayor and Council) are to be deemed as either corporate records or transitory items. Corporate records are to be maintained in accordance with the City’s records retention policy. Transitory items should be regularly deleted from in-boxes and folders.
  - An email record shall be deemed to be a corporate record when it is created or received in the conduct of City business, makes policy or strategy statements, records City decisions, supports a financial or legal claim or obligation, or has fiscal or legal value (See Appendix A).
  - An email record shall be deemed to be a transitory item when it has only short-term value to the City. Such records may be purely informational or only be useful for a limited period of time for the completion of an action or the preparation of an ongoing record. They generally are not about professional activities in the workplace or have no permanent value as a record of the City’s activities (See Appendix A).

Appendix A attached to and forming part of this policy is a quick reference guide to help make the determination between a corporate record that must be maintained and a transitory item that is to be discarded.

- 2) City staff who create or receive an email record that is determined to be a corporate record, will be responsible for saving the email and any attachments to the electronic document and records management system by designated department file code or, if that is not feasible, making a physical copy and filing it.

- 3) Be aware that email data is not encrypted / not secure. Confidential, sensitive (credit card, passwords, driver license etc.) and third-party personal information should only be included in an email and/or its attachments when it is required or necessary.
  - 4) The City owns all data stored on its network and systems including within email records. Use of the City’s Information Technology infrastructure is neither private nor confidential and can be monitored or recorded without notice.
  - 5) Personal email accounts shall not be used for City business.
  - 6) City-issued e-mail accounts are only to be used for City business. Personal email accounts are generally not to be used for City business. In circumstances where City-related correspondence is exchanged within a personal email account, either inadvertently or by necessity, the correspondence must be forwarded to a City-issued email account as soon as possible.
  - 7) All email records that are under the City’s care and control may be subject to public release. City staff are expected to exercise the same judgement in the use of email as they would in the use of paper memos or letters etc.
  - 8) Electronic back up of email records, as kept by the City’s Information Technology Department (“IT”), will be retained only as follows:
    - Email records backed-up on tapes or similar mediums by IT will be overwritten or destroyed after (12) months from the date of the backup routine.
    - Email records (mailbox) of City staff will be deleted six (6) months following their last day of employment, contractual term, or elected term(s) of office with the City. For elected officials this would apply when they are no longer an Elected Official.
    - IT will not automatically back up a departing or departed City employee’s email records onto a disk or flash drive. Access to the records may be provided to a Department Director upon request and in accordance with the B.C. privacy legislation, with notice to Corporate Administration (the Records Manager). A schedule will be drawn up so the information can be retrieved and destroyed six (6) month following access.
- Note:** Email records which have been deleted are backed up in accordance with this Policy. Retrieving records from backups is a time-sensitive process and deleted records may not be restored except in the most critical of circumstances and when the timeline for destruction has not passed.
- 9) Email records that have been “shift deleted” will not be captured by the backup routine.

- 10) No email that would be considered a corporate record (See Appendix A) is to be maintained exclusively on a desktop/PC, flash drive or unsanctioned cloud storage like Dropbox, iCloud, etc. In circumstances where corporate records are temporarily or inadvertently stored in this manner, a copy of the record must be moved to an appropriate City server file according to the departmental file code system as soon as possible. Data stored on flash drives and cloud storage must be deleted promptly after use.
- 11) City staff are to consider whether any information in a record (personal information in particular) is protected under the *Freedom of Information and Protection of Privacy Act* prior to any public release or disclosure. Any uncertainty should be clarified with a Supervisor or Corporate Administration staff.
- 12) Text messages on a City provided cell phone may be applicable to Freedom of Information and Protection of Privacy (FOI) requests.
  - (a) –City staff and Elected Officials using Apple devices must ensure that Mail and Messages (under iCloud settings) are not turned ON. Doing so, will result in City data being stored outside of Canada. This would be in breach of the B.C. legislation.







**Rationale:**

Managing email records enables the City to meet its administrative needs, adhere to legal obligations, and retain its corporate memory. All records management activities including management of email records and electronic files are a significant part of daily workflow.

A large component of City business is conducted through email correspondence. Microsoft Outlook is not designed to be a records management software application and is therefore unsuitable to be used for long-term storage of email records. Email records must be reviewed as possible corporate records and all corporate records must be retained in the City's electronic document and records management system to ensure efficient and secure maintenance, use, and future access of the records.

This policy is established as a corporate procedure regarding the proper retention and disposal of email records and electronic back-ups for City email accounts. In addition, notification of process in regard to text messages on City provided devices.

**APPENDIX "A"**  
**IS IT A RECORD OR IS IT A TRANSITORY ITEM?**

STEP 1		STEP 2		STEP 3		
<p>Does the e-mail provide evidence of a business activity, decision or transaction related to the functions and activities of the organization?</p>	<p align="center"><b>YES</b></p> <p align="center"></p>	<p>Does the e-mail contain information that is of short-term business value and will not be required in the future?</p> <p align="center"><b>OR</b></p> <p>Is the e-mail a duplicate that was circulated strictly for reference purposes?</p> <p align="center"><b>OR</b></p> <p>Is the e-mail a draft document that will have no further value once a final version is produced?</p>	<p align="center"><b>NO</b></p> <p align="center"></p>	<p>Is the e-mail needed to support business activities?</p> <p align="center"><b>OR</b></p> <p>Does the e-mail protect the rights of citizens and the City?</p> <p align="center"><b>OR</b></p> <p>Will the e-mail have some future business, financial, legal, research or historical value to the City and its citizens?</p>	<p align="center"><b>YES</b></p> <p align="center"></p>	<p>It is an official Corporate Record. File it.</p>
<p align="center"><b>- NO -</b></p> <p align="center"></p>		<p align="center"><b>- YES -</b></p> <p align="center"></p>		<p align="center"><b>- NO -</b></p> <p align="center"></p>		
<p align="center">Transitory item. Not an official Corporate Record. Please Delete it.</p>						