

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



**POLICY TITLE:** **CORPORATE PROCESS REGARDING REQUIREMENT  
TO E-MAIL RECORDS AND BACK-UP DATA SCHEDULE**

**POLICY NUMBER:** **ADMIN – 213**

<i>Date of Council Adoption: September 29, 2014</i>	<i>Date of Last Amendment: September 14, 2015</i>
<i>Council Resolution Number: 2014-295, 2015-309</i>	
<i>Originating Department: Administration</i>	<i>Date last reviewed by the Governance and Legislation Committee: July 27, 2015</i>
<i>Corresponding Staff Directive: Admin 213</i>	

**Policy:**

- 1) All e-mail City of White Rock employees (including Mayor and Council) have on their computer or electronic devices must be considered as a possible corporate record. Each e-mail must be considered and determination is to be made if it is a corporate record or a transitory item.
  - An e-mail shall be determined 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.
  - Transitory e-mail are items that have short term value to the organization or are only required for a limited period of time for the completion of an action, the preparation of an ongoing record, or are purely for informational purposes. They often are not about professional activities in the workplace or have no permanent value as a record of the city's activities and should be regularly deleted from in-boxes and folders.

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 filed or if it can be discarded.

- 2) The originator or staff initially receiving an e-mail and any attachment, that is determined to be a corporate record, will be responsible for saving the e-mail and its trail into the electronic document and records management system by designated department file code or if that is not feasible making a hard copy and filing it.
- 3) E-mail data is unencrypted and is not secure; confidential information should not be included in an e-mail and/or its attachments.

- 4) The city owns all data stored on its network and systems including e-mail. Use of the Information Technology is neither private nor confidential and can be monitored or recorded without notice.
- 5) City issued e-mail accounts are to be utilized only when conducting City business. Personal e-mail accounts are not to be used to conduct business of the City. In the circumstance this is not feasible as soon as it is possible any e-mails regarding City business must be copied to the work e-mail account and saved in accordance with the departmental file code system.
- 6) All e-mail messages, corporate records or transitory documents that are on the City's system are considered to be information that is subject to public release. All employees are expected to exercise the same judgement in the use of e-mail as they would in the use of paper memos or letters.
- 7) Use of distribution lists for e-mail recipients must be limited to professional activities of the workplace.
- 8) Electronic back up of e-mail, as kept by the City of White Rock's Information Technology Department, will be retained only as follows:
  - Corporate e-mail backed-up on tapes by IT will be kept for a maximum of (12) months.
  - Staff e-mail from all mediums, after the person is no longer employed by the City: deleted six (6) months following their last day employed with the City of White Rock.
  - If the IT Department has been asked by a supervisor to back up a staff person's e-mail onto a disk or flash drive, the City Clerk's Office (Records Manager) must be notified. This will enable a schedule to be drawn up so the information can be retrieved and destroyed six (6) month following creation of the disk or flash drive.

Note: E-mail records, which have been deleted, are backed up in accordance with this directive and corresponding Council Policy. Retrieving records from backups is a time-sensitive process and deleted records may not be restored except in the most critical of circumstance given the timeline for destruction has not passed.

- 9) E-mail that has been "shift deleted" by an employee will not be backed up on the City system any longer than 30 days.

**Rationale:**

Managing e-mail records assists in enabling the City to meet its administrative needs, legal obligations, and to retain its corporate memory. All records management activities including management of e-mails and electronic files are a significant part of daily work flow.

A large component of city business is conducted through e-mail. Microsoft Outlook is not designed to meet records management standards and therefore is not suitable to be used for long-term storage of e-mail records. E-mail must be considered as corporate records of business and must be retained in the City's electronic document and records management system to ensure efficient and systematic control of the maintenance, use, and future access to records for anyone in need of the information.

This policy is established as a corporate procedure in regard to proper retention and eventual timelines of disposal of electronic back up files for individual e-mail accounts.