CNR E-mail Server Retention Policy

1.0 Purpose

The E-mail Retention Policy is intended to help employees determine what information sent or received by e-mail should be retained and for how long at the server level.

The information covered in these guidelines includes information that is either stored or shared via electronic mail.

All employees should familiarize themselves with the e-mail retention topic areas that follow this introduction.

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

2.0 Scope

Any e-mail that contains information in the scope of the Document Retention Policy is to be treated in that manner and moved to another location (print or electronic) and then deleted from e-mail. All CNR e-mail information is categorized into three main classifications with retention guidelines:

Tape Backups E-mail Server – 1 month

Messages in the deleted folder will be automatically deleted on the client side when outlook is closed. E-mail messages stored in the deleted folder will be purged from the database on the server side prior to the nightly back up of the e-mail database.

Messages in all other folders (inbox, sent, draft, etc.) will be retained until deleted by the user. Further classifications within the guidelines for employees consist of:

Work-critical messages
Non work-critical messages

3.0 Policy

3.1 Tape Backups

All data will be purged from backup media after 30 days. These backups are for system restoration and disaster recovery purposes, and are not designed to facilitate retrieval of deleted messages.

3.2 Classification of individual e-mail

The recipient of e-mails is the legal custodian of her/his messages. It is his/her responsibility to retain work critical information received in e-mail for as long as the retention policy requires or as long as the message is needed – whichever is later. It is also her/his responsibility to delete non-work related messages as soon as possible.

3.3 Encrypted E-mail Communications

CNR encrypted communications should be used in a manner consistent with CNR Acceptable Use policy, but in general, information should be stored in a decrypted format.

3.4 Litigation Holds

When litigation is pending or threatened against CNR or its employees, the law imposes a duty upon the College to preserve all documents and records that pertain to the issues. A litigation hold directive overrides this e-mail policy, as well as any records retention schedules that may have otherwise called for the destruction of relevant documents, until the hold is cleared.

E-mail and accounts of employees (active or separated) that have been placed on litigation hold status must be maintained by Information Systems until the hold is released.

No employee who has received a litigation hold directive may alter or delete an electronic record that falls within the scope of that hold. Those employees are required to provide access to or copies of any electronic records that they have downloaded and saved or moved to some other storage account or device.

4.0 Enforcement

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

5.0 Revision History

Created Fall 2007
Revised September 2010
Revised September 2011