

NORTH CAROLINA DEPARTMENT OF COMMERCE	Policy # MIS-3 TITLE: E-mail Retention
Effective Date: July 1, 2005	Administering Authority:
Revisions:	Management Information Systems
Statutory Authority: N/A	

1.0 Purpose

The E-mail Retention Policy is intended to help North Carolina Department of Commerce employees determine what information sent or received by e-mail should be retained and for how long.

This policy pertains to 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 this policy should be addressed to Commerce's MIS HelpDesk.

2.0 Scope

This e-mail retention policy is secondary to the North Carolina State Government policy on Freedom of Information and Business Record Keeping. Commerce e-mail information is categorized into four main classifications with retention guidelines as follows:

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

3.0 Policy

3.1 Administrative Correspondence: Commerce Administrative Correspondence includes, though is not limited to clarification of established policy, including holiday schedules, time card information, dress code, work place behavior and any legal issues such as intellectual property violations. All e-mail with the information sensitivity label "Management Only" shall be treated as Administrative Correspondence

3.2 Fiscal Correspondence: Commerce Fiscal Correspondence is all information related to revenue and expense for the department.

3.3 General Correspondence: Commerce General Correspondence covers information that relates to customer interaction and the operational decisions of the business.

3.4 Ephemeral Correspondence: Commerce Ephemeral Correspondence includes personal e-mail, requests for recommendations or review, e-mail related to product development, updates and status reports.

4.0 Encrypted Communications:

In general, e-mail messages should be stored in a decrypted format. Contact MIS' Information Security Officer with questions related to encryption of sensitive e-mail messages.

5.0 Backup

E-mail message stores are copied to backup tapes which are maintained in accordance with the department's MIS Disaster Recovery Plan. These backup tapes are maintained for Disaster Recovery purposes only and will not be used to provide recovery of individual e-mail messages or to meet Records Retention requirements. Each employee is responsible for moving e-mail messages needed for Records Retention compliance and any other e-mail messages they want to keep beyond the Disaster Recovery Plan time limits to the individual personal folders (.pst files) located on the hard drive of their assigned computer. It is also the responsibility of the individual employee to copy those .pst files to diskette, CD, or DVD for archival purposes as he/she deems appropriate. MIS **DOES NOT MAINTAIN** e-mail messages from individual in-box folders for more than 30 days.

6.0 Enforcement:

Any employee found to have violated this policy may be subject to disciplinary action consistent with Office of State Personnel and NC Department of Commerce policy, up to and including termination of employment.

7.0 Terms and Definitions

Approved Electronic Mail

Includes all mail systems supported by NC Department of Commerce MIS. These include, but are not necessarily limited to, Microsoft Exchange/Outlook. If you have a business need to use other mailers, contact Commerce MIS.

Approved Encrypted e-mail and files

Techniques include the use of 3DES and AES. 3DES and AES encryption is available via many different public domain packages on all platforms. Please contact Commerce's MIS Information Security Officer for information if necessary.

8.0 Revision History