



# Electronic Data Retention Policy

## IS-100-39

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### **Purpose:**

The purpose of this policy is to describe the electronic data retention of email, voicemail, and instant messages used by City of Memphis (CoM) employees, contractors, vendors, and agents operating on behalf of the City within the CoM network environment.

### **Scope:**

This policy addresses the electronic data retention requirements for all email, instant messaging, & voicemail (converted to email), systems that are provided by the City for the purpose of conducting and supporting official City business activity through the City's network infrastructure.

Emails originating from, or received by, City of Memphis employees or other users that are issued an @memphistn.gov email account are considered electronic communications ("emails") and subject to this retention policy.

### **Policy:**

#### **Email Retention**

The emails of the Mayor, Chief Operating Officer/Chief Administrative Officer, Chief Legal Officer/City Attorney, Chief Financial Officer, Chief of Human Resources, Chief of Communications, Chief of Fire, and Chief of Police shall be retained (barring unanticipated database corruption) for a period of 7 years and thereafter will be automatically deleted. All other emails will be retained (barring unanticipated database corruption) for a period of 2 years and thereafter will be automatically deleted.

Upon termination, resignation, and/or loss of employment, an employee's email box will be closed, and emails will be retained for at least one year or until the expiration of the 2 years under this policy, whichever event occurs later.

Emails subject to litigation hold will automatically be retained by the system until that litigation hold is released at the direction of the Chief Legal Officer/City Attorney.

All emails identified as spam and City-wide communications will be retained for a period of 60 days and thereafter will be automatically deleted.

#### **Voicemail sent to email**

Voicemail is a resource provided by the City and is the property of the City. It is provided solely for business purposes. The City of Memphis email system has the capability to receive voicemail as an attachment in an email. These voicemails are a part of the electronic data retention policy and will be retained for no more than **30 days** after receipt.

**Instant messaging (IM)**

Instant Messaging is not a part of the electronic data retention policy and will not be retained.

**Personal Storage Tables (.pst)**

Personal Storage Table will not be allowed to be created outside the CoM Legal Division. If a user needs a PST they will need to contact the City Attorney for written approval to have it created.

**Enforcement:**

The retention of email, voicemail sent to email, & IM will be imposed by the Information Services Division (ISD) as noted above.