Ormiston Academies Trust

Ormiston Bolingbroke Academy Email Retention policy

Policy version control

Policy type	Statutory
Author In consultation with	Les Leese James Miller
Approved by	James Miller July 2019
Release date	August 2019
Next release date	July 2020
Version	V2
Description of changes	▪ Changed to new OAT Template ▪ Minor corrections to improve readability. ▪ Update to signature

Originator	Mr T Rawdin
Date Adopted	1st September 2019
Next Review	November 2021

Contents

1.Introduction

Ormiston Academies Trust (referred to as "the Trust" and any or all of its Academies), understand that computer technology is an essential resource for supporting teaching and learning. The internet, and other digital and information technologies, can provide pupils with the opportunity for learning through collaboration. Whilst the Trust recognises the importance of promoting the use of computer technology throughout the curriculum, we also understand the need for safe internet access and appropriate use.

The Trust has created this policy with the aim of ensuring appropriate and safe use of the internet and other digital technology devices by all pupils and staff.

The Trust is committed to providing a safe learning and teaching environment for all pupils and staff and has implemented controls to reduce any harmful risks.

This policy will be reviewed every 12 months or as necessary to reflect best practice, or amendments made to legislation.

Email is a universal electronic communication system. Email is about person to person communications, but the outcome of an email exchange can have a much wider significance.

For example, a member of staff could inadvertently commit the Trust to an action by an email message; he or she can cause illegal material to be transmitted through the Trust's systems for which the Trust may be liable; all emails held at the Trust are legally discoverable following a request under the General Data Protection Regulation (GDPR) or the Freedom of Information Act (FOI) and may be cited as evidence in legal proceedings.

Recent legislation such as the Data Protection Act 2018 and Freedom of Information Act has highlighted that it is timely to adopt more formal policies for email retention.

There are key situations where an obligation to retain emails arises: Under Freedom of Information law – The Freedom of Information Act, section 77, contains an offence of altering, defacing, blocking, erasing, destroying and concealing any records held by a public authority with the intention of preventing the disclosure of records in compliance with a FOI access request or a GDPR access request.

The Trust will retain only personal data that is appropriate for the function of the organisation. This will ensure the Trust meets its Data Protection Act obligations set out in law.

This document sets out the policy that the Trust will follow to ensure data is not kept longer than needed, ensuring the Trust meets its legal obligations and endeavours to safe guard business critical information.

2.Email Storage

2.1. Please note, mailbox owners are responsible for managing their own mailbox and the data held within. If you have concerns regarding the storage or deletion of an email, please contact your local Data Protection Lead (DPL) for guidance.

2.2. Emails must be automatically deleted 6 months after being received unless required for business-critical needs or for other operational purposes.

2.3. Emails content MUST be assessed and stored in line with the OAT Data Retention Policy.

2.4. Deleted emails. Where a "Recycle Bin" is in use, emails held within the Recycle bin will be stored for a maximum of 10 calendar days before being automatically and permanently deleted.

2.5. Devices used to store emails MUST meet the ICT Security requirements associated with the device type. These devices MUST not be shared in a manner that allows unauthorised access to OAT emails. Please see e-Security for more information

2.6. When sending emails only include users that are required and where the content is appropriate for the recipient. Emails must NOT be sent to recipients where the content is not appropriate or where the is no beneficial need or business requirement. Please note when replying or forwarding emails that the

2.7. When forwarding emails, you MUST ensure that the recipients are correct, and the content is appropriate for the recipient including any historical content contained within the mail.

2.8. If you believe you receive an email in error, you MUST contact the sender only immediately to confirm. Under no circumstances should this email be shown or forwarded to any recipient until confirmation has been provided from the original sender. In the event of the email being sent in error the recipient MUST delete the email immediately from all devices and the local DPL must be notified.

2.9. If you believe you have sent an email to an incorrect recipient then you must if possible recall the offending email, then contact the appropriate recipient(s) informing them of the error and requesting that it be removed immediately. You MUST also contact your local DPL and inform them of the error.

3.Signature

3.1. It is very important that a format for email signatures is shared across all Trust academies. Naturally, differences in ICT platforms, email applications etc. will exist, and therefore guaranteeing an identical format is a challenge. Despite this, staff are requested to adopt a format that is consistent, smart and as close to the example below as possible.

3.2. The example below can be copied and pasted, but parts may need re-formatting. When pasted into Outlook, the font sizes require changing: contact details: Gill Sans MT 11pt / Trust/Academy legal text: Gill Sans MT 9pt

3.3. Please Note: Information located within { } and highlighted in yellow are to be changed to meet the local user and site. If this is not required, then MUST be removed. Yellow highlighting must also be removed.

3.4. The quality of the logo image is paramount, and images already in circulation that appear blurred and pixelated must be replaced.

{First Name} {Last Name} | {Job Title} | {Site Name}
DD: +44 (0)#### ###### | M: +44 (0)#### ###### | E: {Email Address}

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Runcorn
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☎:Phone Number 01928 711643
✉: admin@ob-ac.co.uk

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4.Exemplar email data processing actions

Email Processing Question	Action
The email is informal correspondence between staff or external bodies, confirming a meeting, or agreeing something that is not related to documents detailed in the OAT document retention policy	The email *must* be deleted once processed.
I am only wanting to retain the email due to the attachment?	Save the attachment to the academy document storage system. Once stored, the email can be deleted. Ensure that the attachment is stored in line with the OAT Data Retention Policy.
The email contains information that is required for audit trail purposes such as correspondence on contracts or purchases, correspondence pertinent to quality assurance processes or delivery of projects etc.?	Review data type and file email in line with the OAT Data Retention Policy.
I have received an email that I want to keep but am not sure if I am allowed.	Review the OAT Data Retention Policy for guidance. If you are still unsure, please contact your local DPL office.