

This policy is currently being reviewed to incorporate the requirements of the General Data Protection Regulation. A revised version will be available shortly

# RECORDS MANAGEMENT POLICY



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<b>Summary:</b> This document sets out how University records (in any format) must be managed, in order to ensure that legal requirements are met and records are available to support University operations. The University retention schedule is attached.	

# Records Management Policy

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## INTRODUCTION

The University recognises that the efficient management of its records is essential to support its core functions, to contribute to the effective management of the institution and to comply with its legal and regulatory obligations. This includes complying with the Data Protection Act 1998 and Freedom of Information Act 2000.

A record is information received, created and maintained by the University to facilitate business processes and/or to provide evidence of the University's activities and transactions. Records may be required for regulatory, legal and accountability purposes, or kept as historical evidence of the University's development.

This policy provides a framework for the management and disposal of records at the University and applies to all University records created by staff and/or students. These may be in any format, electronic or physical, and include electronic documents and emails.

### 1. RELATED POLICIES

This policy is to be read alongside the following University policies:

- [Data Protection Policy](#)
- [Information and Communication Technology Acceptable Use Policy](#)
- [ICT Staff Acceptable Use Policy](#)
- Customer Relationship Management (Radius) Policy

### 2. POLICY AIMS

The aims of the policy are that:

- legal and statutory requirements are met
- records required for the effective operation of the University are available, accurate, easily accessible to authorised members of staff and external reviewers, and kept for the correct period of time
- records are stored with security appropriate to the content
- records vital for the operation of the University are protected and accessible in the event of a disaster
- those records considered to have permanent historic or administrative value are retained and suitably stored
- duplication is minimised and University storage space (physical and electronic) used as efficiently as possible

### 3. MANAGEMENT AND RETENTION OF UNIVERSITY RECORDS

The required retention periods for University records, and the areas of the University responsible, are set out in the attached Records Retention Schedule (Appendix 1). Some records must be retained as a legal requirement, and these are shown in the schedule in **bold**.

At the end of the retention period records must normally be destroyed/deleted in a suitable manner unless they are archived for historical interest. For those records marked as 'retain permanently' suitable long-term storage must be arranged. In some cases this will be the Hampshire Records Office (HRO), and those records are marked accordingly. Advice on archiving electronic records can be obtained from IT Services.

### 4. RESPONSIBILITIES FOR RECORDS MANAGEMENT

All staff who create, receive or use University records are responsible for ensuring that records they create or use are managed correctly and in accordance with this policy and other related policies, including secure disposal when required.

Senior staff have overall responsibility for records created and managed within their area. These currently include the Senior Management Team, Deans, Directors of Academic and Professional Services, the University Ombudsman and Head of Careers. They must ensure that procedures and working practices under their jurisdiction conform to this policy, and are regularly reviewed.

Certain areas of the University may be considered to 'own' particular sets of data held in University management information systems (Appendix 2). These Faculties/Professional Services must clearly identify and document responsibilities for data in these systems, and must liaise with IT Services to ensure that the data are correctly managed, including appropriate archiving and deletion.

General guidelines to assist staff in managing electronic records are attached as Appendix 3.

## APPENDIX 1: Retention Schedule for University Records

This retention schedule provides guidance to staff on the minimum period for which records should be kept, and the area of the University responsible for those records. It applies to records in any form, whether paper or electronic. **Note that there is a legal requirement to retain some records, and these are shown in bold.**

The schedule must be read in conjunction with the University Records Management Policy.

This document, as for previous University retention schedules, is based on the Joint Information Systems Committee (JISC) model retention scheme for Higher Education. The scheme sets out a hierarchical classification for a Higher Education Institution's functions and activities. The high level functions which apply to the University are:

Learning and Teaching

Student Administration and Support

Research and Knowledge Transfer

Corporate Management

Resource Management

External relations

In the level below Functions are Activities. These are tasks performed to accomplish these functions.

The retention periods are expressed as follows:

Starting Point + *number*, where *number* represents years

For example: Settlement of claim + 6

## 1. Learning and Teaching

Activity	Record	Retention timescale	Responsible
Academic appeals	Appeals files	Current year + 3	Director of AQD
Assessment	Examiners' marking sheets and assessment cover sheets	Current year + 3	Dean of Faculty
Assessment	Examination papers	Current year + 5	Librarian
Assessment	External examiner correspondence	Current year + 5	Director of AQD
Assessment	External examiner reports	Retain permanently	Director of AQD
Assessment	Student coursework and exam scripts, samples for External Examiner	Current year	Dean of Faculty
Awards administration	Programmes of ceremonies	Retain permanently (HRO)	Academic Registrar
Awards administration	Transcripts	Retain permanently	Academic Registrar
Exam Boards	Agendas and papers	Current year + 10	Academic Registrar
Exam Boards	Minutes	Retain permanently	Academic Registrar
Examination administration	Exam timetables	Current year + 1	Academic Registrar
Feedback	Programme module evaluation summaries	Current year + 3	Dean of Faculty
Feedback	Student module evaluation questionnaires	Current year + 6	Dean of Faculty
Feedback	NSS Student satisfaction survey results	Retain permanently	SMT
Internal quality processes	Annual monitoring reports: Programme, Faculty and RDQC	Current year + 5	Director of AQD
Internal quality processes	Professional, Statutory or Regulatory Body submissions	Retain permanently	Director of AQD
Internal quality processes	Definitive documents	Retain permanently	Director of AQD
Internal quality processes	Prospectuses	Retain permanently (HRO)	Director of Communications and Marketing
Internal quality processes	Academic resource forms	Life of programme + 10	Director of AQD

Internal quality processes	Programme withdrawal forms, changes to CH routes, change of Award title	Retain permanently	Director of AQD
Internal quality processes	Programme amendment notifications (approved by Faculty)	Retain permanently	Director of AQD
Internal quality processes	Collaborative Provision approval and review processes	Retain permanently	Director of AQD
Programme administration	Timetables	Current year + 1	Director of EFS
Programme administration	Class lists	Current year + 1	Academic Registrar
Programme administration	Attendance registers where taken	Current year + 1	Dean of Faculty
Programme administration	Extenuating circumstances	Current year + 3	Dean of Faculty
Programme administration	Student files	Current year + 3	Dean of Faculty
Programme administration	Programme committee minutes	Current year + 6	Dean of Faculty
Programme delivery	Lecture notes, handouts, reading lists etc	Active	Dean of Faculty
Quality assessment	QAA HE review - Final reports	Retain permanently	Director of AQD
Student discipline - academic	Proven academic misconduct files	Last action on case + 6	Academic Registrar
Teaching strategy development	Learning and teaching strategy	Retain permanently	Director of AQD

## 2. Student Administration and Support

Activity	Record	How Long	Responsible
Registration	Student financial arrangements	Current year + 5	Director of Student Services
Student academic placements	Placement Health and Safety forms and other files	Current year + 3	Director for Employer Partnerships
Student Applications	Student applications excluding post-graduate research students	Current year + 3	Director of Student Recruitment and Admissions
Student Applications	Post-graduate research student applications	Current year + 3	Director of RKE



Student Applications	Admissions appeals	Current year + 3	Director of Student Recruitment and Admissions
Student Applications	Agents contracts, references, reviews	End of contract + 6	Director of Student Recruitment and Admissions
Student complaints	Student, former student and prospective student complaints against the institution resolved locally	Last action + 6	University Ombudsman
Student complaints	Student complaints against the institution resolved locally	Last action + 6	Deans, Directors of Professional and Academic Services
Student Discipline - non-academic	Disciplinary case files	Termination of relationship + 6	Director of EFS
Student Records	Responses to requests for references	Request + 1	Dean of Faculty , Academic Registrar
Student Records	Student files/records (excluding transcripts, coursework, exam scripts)	Termination of relationship + 6	Academic Registrar
Student Records	DBS disclosure information	6 months	Academic Registrar
Student Records	Student Services records - Wellbeing	Last action + 3	Director of Student Services
Student Records	Student Services records - Student Finance (bursaries - incl. Research Bursaries, Student Finance England, PhD bursaries)	Termination of relationship + 3	Director of Student Services
Student Records	Diagnostic assessments (Study skills)	Current year + 4	Director of Student Services
Student Records	DLHE data	Retain permanently	Head of Careers
Student Records	DLHE questionnaires	Current year + 3	Head of Careers
Student Records	Career interview records	Current year + 3	Head of Careers
Student Records	PGR student records	Termination of relationship + 6	Director of RKE
Student satisfaction survey	Data	Current year + 3	Director of Student Services
Student satisfaction survey	Report	Retain permanently	Director of Student Services

### 3. Research

**NB. Some research projects may generate records that must be retained because of legal requirements**

Activity	Record	How Long	Responsible
Knowledge Exchange/Enterprise	Business Start-Up awards	Award year + 6	Director of RKE
Knowledge Exchange/Enterprise	Try It & Do It awards	Award year + 6	Director of RKE
Research Assessment Exercise/ REF	REF submission management	Current year + 5	Director of RKE
Research Assessment Exercise/ REF	Final reports	Retain permanently	Director of RKE
Research Conduct	Ethics Committee minutes and papers	Retain permanently	Director of RKE
Research Degrees	PG Research Theses (electronic copy)	Retain permanently	Director of RKE
Research Funding Administration	Research grant application summaries	End of project + 5	Director of RKE
Research Funding Administration	Research proposals - successful	End of project + 5	Director of RKE
Research Funding Administration	Research proposals – unsuccessful	Rejection + 5	Director of RKE
Research Reporting	Final reports and paperwork	Retain permanently	Director of RKE
Research strategy development	Research strategy	Retain permanently	DVC
Research supervisor appointment and training	Supervisor CVs	Termination of appointment + 1	Director of RKE

## 4. Corporate Management

Activity	Record	How Long	Responsible
Competitor monitoring	Market research reports	Current year + 2	Director of Communications and Marketing
Contingency planning	Business Continuity policy and plans	Active + 10	DVC
Contingency planning	Documents resulting from invocation of Business Continuity plans	Dependent on nature of incident	DVC
Funding management	Documents relating to relationship with Government departments, funding councils, research councils and other public bodies	Current financial year + 10	SMT
Governance	Articles and instruments (hard copy)	Retain permanently	Clerk to the Governors
Governance	Agenda, minutes and supporting papers of Governing Body and its Committees (electronic format)	Retain permanently (HRO)	Clerk to the Governors
Governance	Governing Body original minute book (hard copy)	Retain permanently	Clerk to the Governors
Governance	Strategic Plan	Retain permanently	SMT
Governance	Senate, Planning and Resources Committee Minutes and Papers	Retain permanently (HRO)	Academic Registrar
Governance	Senate RKE Committee minutes	Current year + 6	Director of RKE
Governance	SMT & UMG minutes	Current year + 6	SMT
Governance	Register of Interests (hard copy)	End of appointment + 6	Clerk to the Governors
Governance	MOU and MOA collaborative partners	Permanent	Director of AQD
Governance	MOU and MOA international exchanges	Permanent	SMT
Partnership agreements	Documents relating to compacts with FE colleges	Termination of agreement + 6	DVC
Risk Management	Risk register and related documents	Superseded + 5	SMT

## 5. Resource Management

Activity	Record	How Long	Responsible
Accident monitoring	Reporting and investigation of accidents and dangerous occurrences	Date + 40	Director of EFS
Accident monitoring	Accident books	Completion of book + 3	Director of EFS
Accident monitoring	Accident report – Form F2508	Date of entry + 3	Director of EFS
Accident monitoring	Accident reports	Date of occurrence + 3	Director of EFS
Accident monitoring	Dangerous occurrence reports	Date of occurrence + 3	Director of EFS
Budget administration	Budget reports	Current year + 1	Relevant Dean/Director
Capital asset management	Capital asset register - major items	Retain permanently	Director of Finance and Planning
Capital asset management	Asset disposal authorisation forms	Current year + 3	Director of Finance and Planning
Cash management	Bank paying-in slips	Current year + 6	Director of Finance and Planning
Cash management	Bank statements	Current year + 6	Director of Finance and Planning
Cash management	Cancelled cheques	Current year + 6	Director of Finance and Planning
Catering	Conference contracts	Current year + 5	Director of EFS
Catering	Menu plans	Active	Director of EFS
Catering	Event plans	Current year + 2	Director of EFS
Conference management	Hiring out of conference facilities	Termination of agreement + 6	Director of EFS
Employee relations	Staff surveys	Retain permanently	Director of HR
Employee relations	Exit interview reports	Current year + 5	Director of HR

Employee relations	Staff handbook	Retain permanently	Director of HR
Employee relations	Staff newsletters	Retain permanently	Director of Communications and Marketing
Estates	Title deeds	Disposal of property	SMT
Estates	Leases	Disposal of property	SMT
Estates	Copies of title deeds and leases	Retain permanently	Director of EFS
Estates	Mortgage deeds	Termination of mortgage + 6	SMT
Estates	Planning applications and permissions	Disposal of property	Director of EFS
Estates	Fire inspection reports	Current year + 5	Director of EFS
Estates	Fire certificates	Active	Director of EFS
Estates	Building plans/drawings	Disposal of property	Director of EFS
Estates	Contracts for building works	Retain permanently	SMT
Estates	Tenancy agreements University housing	Current year + 6	Director of EFS
Finance Management	Finance strategy development	Superseded + 10	Director of Finance and Planning
<b>Financial accounting - expenditure</b>	<b>Purchase invoices</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Financial accounting - expenditure</b>	<b>Payment authorisation</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Financial accounting - expenditure</b>	<b>Credit notes</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Financial accounting - expenditure</b>	<b>Purchase ledgers</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Financial accounting - expenditure</b>	<b>Cheque authorisations</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Financial accounting - expenditure</b>	<b>BACS reports</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>

Financial accounting - expenditure	Staff expense claims	Current year + 6	Director of Finance and Planning
Financial accounting - expenditure	Petty cash authorisations	Current year + 6	Director of Finance and Planning
Financial accounting - expenditure	Petty cash receipts	Current year + 6	Director of Finance and Planning
Financial accounting - expenditure	Journal vouchers	Current year + 6	Director of Finance and Planning
Financial accounting - income	Sales invoices	Current year + 6	Director of Finance and Planning
Financial accounting - income	Sales ledgers	Current year + 6	Director of Finance and Planning
Financial accounting - income	Credit notes	Current year + 6	Director of Finance and Planning
Financial accounting - income	Till rolls	Current year + 6	Director of Finance and Planning
Financial accounting - income	Remittance advices	Current year + 6	Director of Finance and Planning
Financial accounting - income	Statements	Current year + 1	Director of Finance and Planning
Hazardous exposure control	COSHH data sheets	Active + 40	Director of EFS
Hazardous exposure control	Health surveillance reports	Current year + 40	Director of EFS
Health and Safety	Risk assessment reports	Review of assessment + 3	Director of EFS
Health and Safety	Monitor of working environment reports	Current year + 40	Director of EFS
Human Resources	Staff development and review scheme reports	Duration of employment + 3	Relevant Dean/Director
Human Resources	Individual's staff development records	Duration of employment + 3	Relevant Dean/Director
Human Resources	Staff disciplinary case files	Last action + 6	Director of HR
Human Resources	Dignity at Work cases	Last action + 6	Director of HR

Human Resources	Minutes of meetings with approved trade unions	Retain permanently	Director of HR
Human Resources	Job descriptions	Active + 5	Director of HR
Human Resources	Job evaluation reports	Active + 5	Director of HR
Human Resources	Staff personal files	End of employment + 6	Director of HR
Human Resources	Occupational Health reports	End of employment + 40	Director of HR
Human Resources	Statutory access requests (Data Protection)	Completion of Request + 1	Director of HR
Human Resources	Overseas authorisation forms	TBA	Director of Finance and Planning
Insurance	Insurance policies	Termination of policy + 6	Finance/Planning
Insurance	Insurance claims/reports	Settlement of claim + 6	Finance/Planning
Intellectual property	Patent applications	Retain permanently	SMT
Intellectual property	Patent certificates of grant	Retain permanently	SMT
Internal accounting	Recharge request	Current year + 1	Director of Finance and Planning
Internal accounting	Recharge reports	Current year + 1	Director of Finance and Planning
Internal Services	Room booking reports	Current year + 1	Director of EFS
Internal Services	Postage logs	Current + 3mths	Director of EFS
Internal Services	University car bookings log	Current + 3mths	Director of EFS
Internal Services	Parking permit issue log	Current year + 1	Director of EFS
Internal Services	Reprographics requisitions	Current + 3mths	Director of ITS
Investment management	Investment portfolio reports	Retain permanently	Director of Finance and Planning
ITS	External service contracts	Termination of contract + 6	Director of ITS

Lettings administration	Student accommodation forms	Termination of agreement + 6	Director of EFS
Lettings administration	Fee proposals	Termination of agreement + 6	Director of EFS
Library services	Loans database	Active	University Librarian
Management accounts	Monthly	Current year + 1	Relevant Dean/Director
Management accounts	Annual	Retain permanently	Director of Finance and Planning
<b>Payroll</b>	<b>P60 year-end statements</b>	<b>Current tax year + 6</b>	<b>Director of HR</b>
<b>Payroll</b>	<b>Payslips</b>	<b>Current tax year + 6</b>	<b>Director of HR</b>
<b>Payroll</b>	<b>Tax code notices</b>	<b>Current tax year + 6</b>	<b>Director of HR</b>
Payroll	Statutory payment notices	Current tax year + 6	Director of HR
Payroll	Statutory deduction notices	Current tax year + 6	Director of HR
Payroll	Voluntary deduction notices	Current tax year + 6	Director of HR
Payroll	Sickness absence notices	Current tax year + 6	Director of HR
Payroll	Overtime/timesheet claims	Current tax year + 6	Director of HR
Payroll	HR appointment forms	Current tax year + 6	Director of HR
Payroll	HR termination forms	Current tax year + 6	Director of HR
Payroll	HR salary change forms	Current tax year + 6	Director of HR
Payroll	Costs expenditure reports	Current tax year + 6	Director of HR
Payroll	Monthly/year end reconciliation	Current tax year + 6	Director of HR
Plant and equipment maintenance	Maintenance schedules	Current year + 2	Director of EFS
Plant and equipment maintenance	Corrective action schedules	Current year + 2	Director of EFS



Plant and equipment maintenance	Inspection certificates	Current year + 6	Director of EFS
Plant and equipment maintenance	Maintenance certificates	Equipment life + 6	Director of EFS
Plant and equipment maintenance	Repair reports	Equipment life + 6	Director of EFS
Procurement	Supplier evaluation reports	Current year + 5	Relevant Dean/Director
Procurement	Contractor review reports	Termination of contract + 6	Relevant Dean/Director
Procurement	Register of approved suppliers	Active	Director of Finance and Planning
Procurement	Invitations to tender/tenders/tender evaluation documents: Successful	Termination of contract + 6	Director of Finance and Planning
Procurement	Invitations to tender/tenders/tender evaluation documents: unsuccessful	Current year + 1	Director of Finance and Planning
<b>Purchasing</b>	<b>Purchase orders</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Purchasing</b>	<b>Delivery notes</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
<b>Purchasing</b>	<b>Goods received notes</b>	<b>Current year + 6</b>	<b>Director of Finance and Planning</b>
Security	Key issue/return log	Current + 3mths	Director of EFS
Security	Visitors log	Current + 3mths	Director of EFS
Staff recruitment	Authorisation to recruit forms	Current tax year + 6	Director of HR
Staff recruitment	Advertisement	Filing of vacancy + 6mths	Director of HR
Staff recruitment	Job applications - successful	Transfer to personal file	Director of HR
Staff recruitment	Job applications - unsuccessful	Filing of vacancy + 6mths	Director of HR
Staff recruitment	Ethnic monitoring questionnaires	Current year + 5	Director of HR

Tax Management	VAT account	Current tax year + 6	Director of Finance and Planning
Tax Management	VAT return	Current tax year + 6	Director of Finance and Planning
Waste management	Controlled waste transfer note	Current year + 2	Director of EFS
Waste management	Special waste consignment note	Current year + 3	Director of EFS

## 6. External Relations

Activity	Record	How Long	Responsible
Alumni Relations	Alumni database - personal data	While current	Director of Communications and Marketing
Alumni Relations	Alumni newsletter	Permanent (HRO)	Director of Communications and Marketing
Community liaison	Documents relating to relation with local community	Permanent	Director of EFS
Marketing	Design of corporate identity	Permanent (HRO)	Director of Communications and Marketing
Marketing	Promotional material	Active	Director of Communications and Marketing
Public Relations	Press releases	Permanent (HRO)	Director of Communications and Marketing
Public Relations	Press clippings	Permanent	Director of Communications and Marketing
Public Relations	External relations database	Active	Director of Communications and Marketing
Public Relations	Formal complaints from other organisations, visitors and the general public	Last action + 6	University Ombudsman
Student careers	External job vacancies	Active	Head of Careers
Student volunteering	Placement Health and Safety forms	Current year + 3	Head of Careers

placements			
Widening participation	Participant details/data	Review at least every 10 years	Director of Lifelong Learning

## APPENDIX 2: Responsibilities for data held in University database systems

System Function	System	System/data 'owners'
Student Records	SITS	Academic Registrar, Director of Student Recruitment and Admissions
Finance	QLx	Director of Finance
HR and Payroll	Midland Trent	Director of Human Resources
Timetabling and room booking	Scientia	Director of Estates and Facilities Services
Events, Conferences and Student Housing	Kinetic	Director of Estates and Facilities Services
Virtual Learning Environment	Moodle, Canvas	Deans
Virtual classroom	Adobe Connect	Deans
Rich Media Library/Lecture Capture	Helix, Camtasia Relay	Deans
Customer Relations Management	Hobson's Radius	Director of Student Recruitment and Admissions, Director of Marketing
Library catalogue and loans	Capita Library Management System	University Librarian
Student teaching placements	Abyasa	Dean of EHSC
External website	SharePoint 2013	Director of Communications and Marketing
Intranet	SharePoint 2010	Deans, Directors
Electronic Journal Publishing	Open Journal System	Director of RKE
Research repository	ePrints	Director of RKE
Service desk, Maintenance Records	TopDesk	Director of IT Services, Director of Estates and Facilities Services
Software Assets	Snow	Director of IT Services
Student Support	ACT	Director of Student Services
Tenders and procurement	In-Tend	Director of Finance
Catering till system	MCR	Director of Estates and Facilities Services
PC Booking	MyPC	Director of IT Services
Equipment Loans	Connect 2	Director of IT Services
Access control	Paxton, NSP	Director of Estates and Facilities Services
Online store	WPM	Director of Finance
Print Management	Canon UniFlow	Director of IT Services
Telephone management	CMG	Director of IT Services
Telephone call logger	Focom	Director of IT Services
Staff email	Exchange/Outlook	Staff users, Director of IT Services
Student email	Microsoft Office 365	Student users, Director of IT Services
Staff and student homeshares (personal file storage)	Microsoft Windows Server	Student users, staff users, Director of IT Services
Staff shared file storage	Common Folders	Staff users, Director of IT Services

### **APPENDIX 3: Staff guidelines for the management of electronic records including system data and emails**

Records may be held electronically in different formats. These include data held within one of the University's database systems (see Appendix 2 above), and emails. Care must be taken to ensure that records held in electronic form meet the requirements of this policy. The retention schedule applies equally to electronic records as to records in other formats, and the retention period will depend solely on the subject/content.

All electronic records held must be regularly reviewed against the Retention Schedule. Electronic documents and email records must be kept in agreed common locations/ shared drives which are accessible to others, and not in an individual's file storage or email account. A suitable folder structure must be constructed so that records can be quickly found and so that it is clear where new records should be placed. Access to any sensitive and/or confidential content must be limited to authorised users, preferably by file or folder-level access control.

A single master copy of any email or document should be kept, and any duplicates held elsewhere deleted. Emails and other files may need to be renamed so that the content is clear to those who may need to access the records.

Where records are held as data within systems, the 'owning' Faculty/Professional Service must put in place and document processes for the management of the lifecycle of these records, including disposal/deletion. These processes will normally require support from IT Services, which must be formally agreed and documented.

Records in the form of emails must be kept in a format which, as far as possible, retains all header information and relevant attachments. Currently the most suitable option is the Outlook Message Format (easily done from Outlook using File>Save As when an email is open). If needed, further assistance in saving emails in this format can be obtained from IT Services.

Staff must dispose of/delete ephemeral material on a routine basis. For example, print-outs of material held electronically should not be kept once they have served the purpose for which they were created, emails with trivial content should be deleted after being read. Multiple or personal copies of electronic documents should not be kept in a user's personal file area.