

London Borough of Barnet  
2 Bristol Avenue,  
Colindale NW9 4EW  
10 June 2022  
Our ref: 8307101

Thank you for your request received on 7 June 2022, for the following information:

**Please could you share a copy of your email retention and deletion policies and procedures?**

**Also, any information that could help answer the following questions would be appreciated:**

- a) What retention periods have you set for mailboxes, if any?**
- b) What retention periods have you set for emails in outlook, if any?**
- c) How do you know which email, while in outlook, is to be deleted and when?**
- d) How do you deleted emails in outlook that are due for destruction?**
- e) Are your users allowed to move emails from outlook to other systems? And if yes, what guidance do you have for them, if any?**

**Please ignore questions a to e, if you do not use Outlook/Exchange.**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

The council holds the information requested and it is attached/ the answers to your questions are below

***Please could you share a copy of your email retention and deletion policies and procedures?***

All officers must incorporate regular email management as part of business as usual activities. This must be done for both personal inboxes as well as team or generic inboxes to ensure valuable information is retained appropriately and in the correct repository. The retention period for emails varies on the content of the email, and must follow the corporate retention schedule.

***Also, any information that could help answer the following questions would be appreciated:***

***a) What retention periods have you set for mailboxes, if any?***

Maximum 6 months retention for leavers inboxes.

***b) What retention periods have you set for emails in outlook, if any?***

The default retention for deleted items (deleted from the deleted folder) is 14 days.

***c) How do you know which email, while in outlook, is to be deleted and when?***

All officers are responsible for managing inboxes and must maintain corporate records in line with the Records and Information Management policies framework.

***d) How do you delete emails in outlook that are due for destruction?***

It is a manual process, by deleting items from the deleted folder.

On request, it can be completed as a bulk deletion.

***e) Are your users allowed to move emails from outlook to other systems? And if yes, what guidance do you have for them, if any?***

Yes, we do allow users to move emails from outlook to other systems. Inboxes are not used as repositories. Guidance is based on the directorate and the current system in use and the most appropriate repository.

All officers must incorporate regular email management as part of business as usual. This must be done for both personal inboxes as well as team or generic inboxes to ensure valuable information is retained appropriately. This may require you, where appropriate, to move emails to a shared area - which may be a shared drive, or a client file on a case management system. If you are not sure, you should discuss with your manager further. Some examples of using case management systems to store email information, are below;

- If you work in Family Services and use LCS (Liquidlogic Children's System), the recommendation is to copy and paste the contents of an email chain, once the email chain is concluded, into case notes of the client/family and delete the email chain from your inbox
- If you work in Adults and Communities, to save client information from emails you will need to save it onto a secure area of the shared drive, upload to the email file to Mosaic. After checking the email is uploaded correctly to Mosaic, please delete the copy on the shared drive.

You must not create duplicate record

**Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

## **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

## **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.