

London Borough of Barnet,
2 Bristol Avenue,
Colindale, NW9 4EW
25 March 2024
Our ref: 11711192

Thank you for your request received on 2 March 2024, for the following information:

1) Please may you advise how long an email deleted from a user's inboxes and deleted items folder is retained for by your Council?

Example:

The ICT Department have confirmed that once an email is deleted from a user's inbox and deleted items folder, it is retained on a tape back-up for up to 6 months. After 6 months the back-up tapes are overwritten with new data.

I understand the default setting on MS365 is 14 days.

If you have deviated therefore from this:

Q2) What are the reasons given for why the timeframe was set for the length of time as given in response to Q1?

Q3) Whom were consulted about this and whom were required to give their agreement to it being set at X days/months? (job titles)

Q4) How was this decision conducted? By informal means or through a specific type of meeting with the appropriate attendees purposed for this type of governance matter?

Q5) when was the decision taken to set it to X days/month and when was the decision subsequently last reviewed?

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

1) Please may you advise how long an email deleted from a user's inboxes and deleted items folder is retained for by your Council? 60 Days

months. After 6 months the back-up tapes are overwritten with new data.

I understand the default setting on MS365 is 14 days.

If you have deviated therefore from this:

Q2) What are the reasons given for why the timeframe was set for the length of time as given in response to Q1?

To ensure effective management of email inboxes and allow staff adequate time to manage their information.

Q3) Whom were consulted about this and whom were required to give their agreement to it being set at X days/months? (job titles)

Records Manager, Service Manager Records & Information Management Team, Head of Assurance, Assistant Director Resident Experience & Digital, IT Client Operations Manager, IT Operations Manager, IT Security Manager, Solutions Architect,

Q4) How was this decision conducted? By informal means or through a specific type of meeting with the appropriate attendees purposed for this type of governance matter?

For decisions of this nature, LBB has a sign off process that involves colleagues from Records and Information Management including DPO, IT Operations, Solutions Architect, and IT Security. There is also Security Board and/or Digital Consultation Groups that have final review and agree such decisions. .

Q5) when was the decision taken to set it to X days/month and when was the decision subsequently last reviewed?

Decision made August 2023, review in 12 months

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

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. 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). There is no charge for making an appeal.