

## DATA AND RECORDS RETENTION (Electronic Mail and Social Media Content)

The Ohio Electronic Records Committee has established the following guidelines for managing electronic mail (email) and social media content.

Retention or disposition of email messages and social media content must be related to the information they contain or the purpose they serve. The content, transactional information and any attachments associated with the message are considered a record (if they meet State law criteria). Because the content of email messages and social media content may vary considerably, the content must be evaluated to determine the length of time messages and content must be retained.

### Electronic Mail

There are two categories of email retention: non-record messages and official record messages.

#### Non-Record Messages

Email messages that do not meet the criteria of the Ohio Revised Code definition of a record may be deleted at any time, unless they become part of some official record as a result of special circumstances. These items may be immediately deleted, or maintained in a “Non-Record” mail box and deleted later, just as you might trash the unwanted publications or promotional flyers. Types of messages may include:

1. Personal Correspondence: Any email not received or created in the course of state business may be deleted immediately, since it is not an official record. Examples include, but are not limited to, the “Let’s do lunch” (not a business lunch) or “Can I catch a ride home” type of note.
2. Non-State Publications: Publications, promotional material from vendors and similar materials that are “publicly available” to anyone are not official records. In the electronic world, this includes list serve messages (other than those you post in your official capacity), unsolicited promotional material (“spam”), files copied or downloaded from Internet sites, etc.

#### Official Record Messages

Email messages that meet the definition of a record in the Ohio Revised Code are official records and must be scheduled, retained and disposed of as such. These official records fall into the following categories:

1. Transient Messages: This type of email has a very limited administrative value. Transient messages do not set policy, establish guidelines or procedures, certify a transaction or become a receipt. The informal tone of transient messages might be compared to a communication that might take place during a telephone conversation in an office hallway.

Transient Documents: Include telephone messages, drafts and other limited documents that serve to convey information of temporary importance in lieu of oral communication.

Retention: Until no longer of administrative value, then destroy

2. Intermediate Messages: Email messages that have more significant administrative, legal and/or fiscal value but are not scheduled as transient or permanent should be categorized under other appropriate record series. These may include (but are not limited to):
  - A. General Correspondence: Includes internal correspondence (e.g., letters, memos); also, correspondence from various individuals, companies and organizations requesting information pertaining to agency and legal interpretations and other miscellaneous inquiries. This correspondence is informative (it does not attempt to influence District policy).

Retention: 1 year, then destroy

- B. Routine Correspondence: Referral letters, requests for routine information or publications provided to the public by the District that are answered by standard form letters.

Retention: 6 months, then destroy

- C. Monthly and Weekly Reports: Document status of ongoing projects and issues; advise supervisors of various events and issues.

Retention: 1 year, then destroy

- D. Minutes of Agency Staff Meetings: Minutes and supporting records documenting internal policy decisions.

Retention: 2 years, then transfer to State Archives for their possible retention or destruction

3. Permanent Messages: Email messages that have significant administrative, legal and/or fiscal value and are scheduled as permanent also should be categorized under the appropriate record series. These may include, but are not limited to:

- A. Executive Correspondence: Correspondence dealing with significant aspects of the administration of executive offices. Correspondence includes information concerning policies, program, fiscal and personnel matters.

Retention: 2 years, then transfer to State Archives

- B. Departmental Policies and Procedures: Includes published reports, unpublished substantive reports and policy studies.

Retention: Retain until superseded, obsolete or replaced, then transfer to State Archives for their possible retention and destruction

### Social Media Content

Social media content that meets the definition of a record as defined by State law is an official record of the District and must be scheduled, retained and disposed of as such. The District will work with stakeholders to determine the appropriate method for preserving content created through the use of social media. When determining whether social media content must be retained, the District will:

1. Look beyond the electronic social medium and analyze the content to determine if the information meets the definition of a record as defined by State law that must be managed and kept in accordance with retention schedules.
2. Determine whether the information or social media content is duplicated elsewhere:
  - A. If the content or information is duplicated elsewhere, then the social media version will be considered a secondary copy and will not need to be maintained in accordance with the records retention schedule.
  - B. When the official record becomes eligible for disposal, duplicate content maintained on social media will also be purged.

3. Whenever possible, the District will make an effort to map the information value of the social media content to existing records retention schedules. If content is determined to have record value and cannot be mapped to an existing schedule, a new retention schedule will be created and approved.

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