



ELECTRONIC DOCUMENT RETENTION POLICY

Purpose

The Electronic Document Retention Policy is intended to help Community Television of Santa Cruz County (CTV) employees determine what information sent or received by electronic means should be retained and for how long.

The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via electronic mail or instant messaging technologies.

Scope

All CTV email information is categorized into four main classifications with retention guidelines:

- Administrative Correspondence (4 years)
- Fiscal Correspondence (7 years)
- Personnel Correspondence (4 years after departure)
- General Correspondence (1 year)
- Other Correspondence (1 year)

To ensure correspondence is retained we use Google's mail services. Please archive your electronic communications and do not delete them.

Administrative Correspondence

CTV Administrative Correspondence includes, though is not limited to clarification of established company policy, including holidays, time card information, dress code, work place behavior and any legal issues such as intellectual property violations. All email with the information sensitivity label Management Only shall be treated as Administrative Correspondence.

Fiscal Correspondence

CTV Fiscal Correspondence is all information related to revenue and expense for the company.

General Correspondence

CTV General Correspondence covers information that relates to customer interaction and the operational decisions of the business. The individual employee is responsible for email retention of General Correspondence.

Other Correspondence

CTV Other Correspondence is by far the largest category and includes personal email, requests for recommendations or review, email related to product development, updates and status reports.

Instant Messenger Correspondence

CTV Instant Messenger General Correspondence is automatically saved as long as you are using Hangouts or AIM.

Instant Messenger conversations that are Administrative or Fiscal in nature should be copied into an email message and sent to the appropriate email retention address.

Recovering Deleted Email via Backup Media

CTV's use of Gmail insures that all email is backed up off site.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Definitions

Terms and Definitions

Approved Electronic Mail

Includes all mail systems supported by the IT Support Team. These include, but are not necessarily limited to, GMail. If you have a business need to use other mailers contact the appropriate support person.

Approved Encrypted email and files

Techniques include the use of DES and PGP. DES encryption is available via many different public domain packages on all platforms. PGP use within CTV is done via a license. Please contact the appropriate support organization if you require a license.

Approved Instant Messenger

Hangouts and AIM are the only IM clients approved for use on CTV computers.

Individual Access Controls

Individual Access Controls are methods of electronically protecting files from being accessed by people other than those specifically designated by the owner.

Insecure Internet Links

Insecure Internet Links are all network links that originate from a locale or travel over lines that are not totally under the control of CTV.