GENERAL ADMINISTRATION
EMPLOYEE

043 GENERAL OFFICE POLICIES

043.15 Email Retention Policy

043.15.1 Purpose

To provide guidance to Human Services Department (HSD) employees to manage information sent or received through email transmissions and to ensure emails that might be public records are managed appropriately.

043.15.2 Definitions

A. "Business transaction" means the process of responding to external and internal requests for resources, goods, services or information relating to a defined area of HSD responsibility or authority and the exchange of resources, goods, services or information that occurs as a result.

B. "Email" means an electronic mail message created in or received through an electronic mail system, including all attachments, such as word processing and other electronic documents sent over a communications network, using a computer or other electronic device. Emails sent via cell phone or personal digital assistant are included. (1.13.4.7.L NMAC 1978)

C. "Electronic mail system" means a system that enables users to compose, transmit, receive and manage electronic mail across networks and through gateways connecting to other local area networks. (1.13.4.7.M NMAC 1978)

D. "Employee" means probationary, career, term, temp or emergency status HSD employee.

043.15.3 Policy

All email generated or received by HSD employees that might be public records are to be saved in a lawful and effective manner.

043.15.4 Guidelines

A. Employees shall take all necessary steps to save email transmissions, both sent and received, that contain the following types of information:

1. final policies and directives;
2. final correspondence or memoranda related to official business;
3. final minutes of governing boards, advisory groups, ad-hoc committees, or work groups developing programs;

4. final messages that initiate, authorize, or complete a business transaction; or
5. final reports or recommendations.

B. Upon employee separation from employment, supervisors shall ensure that the above emails saved by the employee are retained.

C. The following emails need not be saved for purposes of this policy:

1. duplicate copies of messages sent to multiple people;
2. personal messages and announcements not related to official business;
3. preliminary drafts of letters, reports and memoranda;
4. messages considered brainstorming or preliminary thought processes in nature, reflecting the exchange of ideas preliminary to the development of a final decision or position of the agency;
5. transmittal emails that do not add substantive information to the attachment(s) being transmitted;
6. copies of documents distributed for convenience or reference;
7. announcements of social events, such as retirement parties;
8. spam (unsolicited, commercial emails); and
9. messages to or from email distribution lists (listserv) not directly related to agency business.

043.15.5 Retention Periods

Emails that must be saved under this policy shall be retained in accordance with New Mexico's record retention schedules and may be permanently deleted or destroyed after the applicable time period stated in the schedules has expired. Questions may be directed to your Division/Office's records liaison.

043.15.6 References

1.13.4 NMAC 1978 *Records Management Requirements for Electronic Messaging*
1.15.NMAC 1978 *General Records Retention and Disposition Schedules*
1.18.603 NMAC *1978 Executive Records and Disposition Schedules, Human Services Department*
14-2 NMSA 1978 *Inspection of Public Records Act*
14-3 NMSA 1978 *Public Records*

APPROVED:

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