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**The City of Waterbury**  
**Connecticut**

**Department of Information Technology**

**City of Waterbury Electronic Mail Retention Policy**

**Purpose:**

The purpose of this "Electronic Mail Retention Policy" is to define the parameters used for the retention of electronic mail messages sent or received on the central Exchange servers managed by the Department of Information Technology.

The objectives of this policy are to:

- Define the timespan during which active and deleted emails are electronically stored on the Exchange servers.
- Identify the "look back" period during which deleted emails are recoverable.

**Scope:**

This policy applies to all centrally stored electronic mail messages and attachments which exist on the City electronic mail servers.

**Policy Statements:**

The standard electronic mail server software is Microsoft Exchange.

The standard electronic mail client software utilized on City network attached computers is Microsoft Outlook. Users may also access the email servers through the use of smartphones, tablets, and other handheld devices.

The Department of Information Technology shall create electronic backups of all active electronic mail messages contained in user mailboxes. Backup tapes are intended to be used to defend against a catastrophic loss of an entire server. There are no accessible offline backups of individual mailboxes.

Electronic mail messages that have been deleted by users shall be recoverable for a period of six months after deletion. Deleted emails older than six months are permanently and irrecoverably purged from the servers.

Exceptions to this schedule:

Emails that have been requested to be retained and/or downloaded by Human Resources, Corporation Counsel, or others shall be extracted as soon as possible after the request and provided to the requestor on non-volatile portable electronic media such as CD or DVD.

**Responsibility for Interpretation:** Director of Information Technology

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