



Email Best Practice: What can I delete?

Emails are records and must be managed as such.

University Records & Archives Management [Policy](#) lists examples of University records that can include, but are not limited to, the following:

- records of formal decisions taken by staff under delegation that are documented in memoranda, letters, fax or email messages, etc.
- inwards communications from external persons and bodies;
- copies of outwards communications to external persons and bodies;
- meeting papers of formally established University boards and committees (including agendas, agenda papers, minutes, reports and decision pages);
- meeting papers of ad hoc committees and working parties (including agendas, agenda papers, minutes, reports and decision pages);
- students' academic transcripts held electronically or in hard copy format;
- financial transactions held electronically or in hard copy format;
- personnel transactions (i.e. letters of appointment, reports on performance and other dealings between staff and the University);
- course and unit outlines issued to students and the public;
- approved course and unit proposals and course accreditation documentation;
- research grant applications and records of application outcomes.

Some 'rules of thumb' that may assist you in making the decision whether to retain or delete are:

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- Unique
 - Evidence
 - Decision made
 - Advice given
 - Instruction given
 - Action required
 - Deviation from procedure
- Place on File**

- Preliminary Drafts
- Routine Replies/requests for Information
- Emails Sent as reference or for Informational distribution
- Emails used to set-up or Accept meetings
- Announcements
- Acknowledgements

Can be deleted anytime

All other email messages, both those sent and those received must be retained for a designated amount of time. This designated amount of time, called a retention period, is listed on a Retention Schedule. The retention period is based on the subject matter of the email.

Saving your emails to the relevant, subject based, file in TRIM will ensure the email is retained for the correct length of time. You can save emails directly from Outlook to TRIM if you have the TRIM integration switched on.

Contact [***Records & Archives Management Services***](#) for more information.