



Jose da Silva

Please ask for: Wuraola Adegbuyi  
Reference: 29656347  
Email:  
kcc.information@email.icasework.com  
Date: 21 June 2022

Dear Jose da Silva

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000 to Retention and deletion of emails. Please see the response provided below:

***Please could you share a copy of your email retention and deletion policies and procedures? There are no specific policies, but section "Specialist Guidance 3: Managing Email" and "Section 9 Retention and Disposal" of KCC Records Manager's "Information Management Manual" covers these questions.***

*Please see attached.*

***Also, any information that could help answer the following questions would be appreciated:***

***a) What retention periods have you set for mailboxes, if any? Please find attached a copy of the "ICT User Standards", section 5.2 which staff must adhere to.***

***b) What retention periods have you set for emails in outlook, if any? Please find attached a copy of the "ICT User Standards", section 5.2 which staff must adhere to.***

***c) How do you know which email, while in outlook, is to be deleted and when? Please find attached a copy of the "ICT User Standards", section 5.2 which staff have to adhere to.***

***d) How do you delete emails in outlook that are due for destruction? Please find attached a copy of the "ICT User Standards", section 5.2 which staff have to adhere to.***

***e) Are your users allowed to move emails from outlook to other systems? And if yes, what guidance do you have for them, if any? Please find attached a copy of the "ICT User Standards", section 5.2 which staff must adhere to.***

***Please ignore questions a to e, if you do not use Outlook/Exchange.***

If you are unhappy with this response, and believe KCC has not complied with legislation, you have 40 working days from the date of this response to ask for a review. You can do this by following our complaints process; details can be found at this link <https://www.kent.gov.uk/about-the-council/complaints-and-compliments#tab-10> on our website. Please quote reference 29656347.

If you remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with the Freedom of Information Act 2000. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <http://ico.org.uk/concerns>

I will now close your request as of this date.

Yours faithfully

Wuraola Adegbuyi  
Information Access Officer  
Strategic and Corporate Services