

Title: E-mail Retention Procedures
Effective Date: April 3, 2006
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Issuing Authority: Chief Information Security Officer

PURPOSE

To document how long and under what circumstances e-mail is retained for an owner of a Temple E-mail Account.

SCOPE

This applies to all employees, students, student applicants, alumni and anyone else who has an @temple.edu e-mail account.

POLICY

Not Applicable.

DEFINITIONS

- a. TUmial – Temple University’s e-mail system managed by Computer Services.
- b. Third-party hosted system – A system managed by someone other than Temple University’s Computer Services, i.e., Google.
- c. Account – all resources that provide for a computing service, such as e-mail, that are assigned to an individual.
- d. @temple.edu e-mail account – any account receiving e-mail that enters the Temple University e-mail environment, regardless of whether it’s final destination is within the Temple environment or on a third-party hosted system.

PROCEDURES

1. E-mail Retention

- a. E-mail is maintained in the user’s account for as long as the account remains open and in good standing and the user does not delete the e-mail.
- b. If a user deletes an e-mail and it is irretrievable from the application recovery mechanism (such as the trash folder), and the e-mail is not on a third-party hosted system, the e-mail may be recovered within a five day window from the centralized backup system. Recovery is not a trivial task and will only be done after approval from the VP for Computer and Information Services. E-mail that is on a third-party hosted system is not recoverable.
- c. E-mail which is moved or filtered to a Spam or Junk Mail folder will be removed from the folder after 30 days.
- d. E-mail which is deleted will remain in your Trash folder for 30 days, unless you specifically empty your Trash.

- e. If e-mail reaches Quota Limits, it's by discretion of the user as to what gets deleted to make more space available.
- f. Accounts are deleted based on the Account Revocation Guidelines in Attachment A of this procedure. When an account is deleted (not to be confused with when an e-mail is deleted) the account may be recovered within five days after deletion if the account is not on a third-party hosted system. Accounts on third-party hosted systems are not recoverable.
- g. E-mail that is offloaded through the Post Office Protocol (POP) to a non-TUmail e-mail client (e.g., Netscape, Outlook Express, Eudora, etc.) and removed from the e-mail servers are not governed by this procedure. It is up to the individual user to backup and store any e-mail removed from the e-mail server. Please note that POP can be configured to leave the e-mail on the e-mail servers and, therefore, would adhere to our e-mail retention procedures. If the Internet Message Access Protocol (IMAP) is used to communicate with a non-TUmail client, the messages are retained on the e-mail servers and are maintained in accordance with the e-mail retention procedures.

2. E-mail Account Deletion

- a. When an individual leaves the Temple community, the messages associated with that individual's TUmail account will continue to be maintained online and will continue to be accessible until the account belonging to the individual is deleted from the e-mail system.
- b. Deletion occurs based on the schedule in the Account Revocation Guidelines. See Attachment A at the end of this document.

Attachment A. Account Revocation Guidelines

Account Holder	Account is Locked	Account is Deleted	Notes
Employee Resigns or Retires	90 days after termination	120 days after termination	1. One year extension by written request by employee to Computer Services. 2. Courtesy yearly extension upon request approved by vice president, dean, or provost.
Employee is Terminated for Cause	Immediately upon termination	30 days after termination	Account can be kept active upon a request by vice president, dean, or provost and approved by the VP for Computer and Information Services.
Employee unpaid for more than 90 days	180 days after last pay day	210 days after last pay day	Account can be kept active upon a request approved by vice president, dean, or provost.
Applicant who is not admitted	30 days before expiration of the "admit by" date	Upon expiration of the "admit by" date	Applicants are not given an e-mail account.
Student who is newly admitted but fails to register within the first 2 weeks of the semester	On or about November 15	On or about December 15	
Student who attended fall, summer I, or summer II, but fails to register for the next semester	90 days after the end of the last attended semester	120 days after the end of the last attended semester	
Student who attended Spring semester, but fails to register for Summer I, Summer II, or Fall semester	On or about November 15	On or about December 15	
Student who graduates in spring and does not elect to sign up for an alumni e-mail account	On or about November 15	On or about December 15	
Student who graduates in fall and does not elect to sign up for an alumni e-mail account	90 days after the end of the last attended semester	120 days after the end of the last attended semester	
Alumnus who signs up for e-mail	One year after sign up or renewal	120 days after the account is locked due to failure to renew	
Student who drops all classes	90 days after all classes are dropped	120 days after all classes are dropped	
Student who drops all classes, but has a meal plan or has paid a housing deposit or a Podiatry tuition deposit	90 days after the end of the last attended semester	120 days after the end of the last attended semester	
Grad student who fails to return after leave of absence	90 days after the school or college removes the leave of absence flag	120 days after the school or college removes the leave of absence flag	