

## **Retention of IT system logfiles, deleted emails and leavers' accounts (V1.2)**

### **Scope**

Logfiles are files in which details of all file accesses, downloads, transactions, logins and logouts etc. are stored. Analysing log files can be a useful way to monitor the usage of ICT systems and in detecting and investigating any problems with or misuse of computers, systems or the network.

This document refers to logfiles, transactions and other logged and backed up data maintained by IT Services. These include but are not limited to:

- Details of all websites visited and downloaded files;
- Details of sent or received emails;
- Details of user connections;
- Details of logins and logouts of the network and specific systems.

All such transactions, data and logs will be referred to in this document collectively as logfiles.

### **Out of scope**

This statement does not include students' email accounts which are managed by Microsoft and which students may opt to retain permanently after graduation.

Data extracted from logfiles for the purposes of learning analytics to support student retention is also outside the scope of this document.

Certain types of information which are subject to other legislation are not included in the scope of this statement. For example, records relating to printing by students are subject to VAT and other taxation legislation and are retained for the current financial year and then six years before being destroyed.

## Retention

### 1. Logfiles

Logfiles are retained for 3 months. Depending on the individual system, how it is managed and how the logfiles are deleted, this may actually mean that the logfiles are deleted at some point during the third month. Logfiles are not retained any longer than 90 days.

### 2. Mailbox and F drive

“End date” is the date entered into the relevant Information System that the individual ends their work, association or study with the University. In advance of leaving, staff members should make University work and information available to colleagues and/or line manager as part of a formal handover.

User and Resource	Information System (determines end date)	Is account disabled on end date?	Period after end date the account contents is deleted
Staff F drive and mailbox	HR SAP system	Yes	3 months
Associate F drive and mailbox	ITS Associate database	Yes	3 months
Student mailbox	Banner Student Information System	No (Microsoft ‘Email for Life’ for students who graduate)	Not applicable
Student F drive	Banner Student Information System	Yes	6 months

In specific legitimate cases, individual F drive and / or mailboxes may be retained for a further specified period. Such cases include (but are not limited to): investigations, access requests by Ex-Employees or account extension requests.

### 3. Deleted emails

Emails may remain in the users’ “Deleted Items” folder indefinitely. It is the responsibility of the User to empty their “Deleted Items” folder. The server retains emails that have been deleted from the “Deleted Items” folder for a further 28 days. After this date “Deleted Items” will be deleted from the server.

### Note

Once logfiles, F drives, emails and mailboxes are deleted from the servers, they cannot be recovered.

<b>Document Control Information</b>			
<b>Owner: Director of Legal, Planning &amp; Governance</b>		<b>Reason for Development</b>	
<b>Author(s): Head of Information Governance &amp; Senior Information Security Officer</b>		Revised – see revision history.	
<b>Revision History (published versions)</b>			
<b>Author</b>	<b>Summary of Changes</b>	<b>Version</b>	<b>Authorisation (Role/Board: Date)</b>
C. Price	Amendment re. system logfiles for learning analytics –specifically out of scope of IT system logfiles	V1.2	M. Stephenson (Head InfoGov): 05/04/2016 M. Hilditch (Assoc Dir ITS): 08/04/2016
C. Price	Minor amendment to retention of learning resources system logfiles for learning analytics purposes supporting student retention	V1.1	M. Stephenson (Head of Information Governance) on behalf of Dir LPG: 10/03/2016
M. Stephenson & C. Price	New document specifying logfile retention	V1.0	M. Rollinson (University Secretary) & M. Hilditch (Associate Director, ITS): 28/01/2015
<b>Have you completed formal assessment with the following advisory teams:</b>			
Equality Analysis (E&D, HR) <a href="#">Equality Initial Assessment form</a>	1. <i>Full review and equality assessment to be completed on the ICT AUP and supporting procedures by end April 2016.</i>		
Legal implications (LPG)	2. <i>N/A</i>		
Information Governance (LPG)	3. <i>March 2016</i>		
Student facing aspects (QEO)	4. <i>N/A</i>		
UKVI Compliance (Student Admin)	5. <i>N/A</i>		
<b>Review Due</b>	Annually by March 2017		
<b>Document Location</b>	University Policy & Procedure pages <a href="http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures">http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures</a>		