

# UNIVERSITY OF NORTHERN COLORADO

## Email Backup and Retention Policy

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### Purpose

To establish rules applying to retention and backups for email that is located in Microsoft's Office 365 cloud productivity suite. This policy is being implemented as a result of UNC migrating all email to Office 365 Exchange Online November 14-18, 2016.

### Applies To

This policy applies to all faculty, staff and students who store University of Northern Colorado email items in the Office 365 cloud productivity suite.

### Definitions

*User Mailbox* - The container attached to a user's account that contains email items

*Mailbox Storage Limit* - The amount of storage allocated to a user mailbox

*Deleted Items* - Area where deleted email items are placed

*Deleted Item Retention Folder* - Area where email items removed from Deleted Items are stored

*Retention period for email items removed from the Deleted Items Folder* - The maximum number of days that email items removed from the Deleted Items folder are retained before they are permanently deleted

### Guidelines

All User Mailboxes created by the University of Northern Colorado will maintained consistent with the limits described in this policy as mandated by Microsoft through their Office 365 Exchange Online offering. The table below summarizes the limits imposed on email located in Office 365 Exchange Online.

User Mailbox – Mailbox Storage Limit	50 GB
User Mailbox – Deleted Items Folder Retention Period	no limit
User Mailbox – Retention period for items removed from Deleted Items folder	14 days

A User Mailbox that contains the structure of an Inbox, Sent Items, Deleted Items, User Created Folders, Contacts, Tasks and Calendars can contain up to 50 GB of email items. A warning message will be sent to any user whose mailbox reaches or exceeds 49 GB. Once a mailbox

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reaches or exceeds 49.5 GB the user will be temporarily prohibited from sending new email. When the mailbox reaches 50 GB the user will no longer be able to send or receive any new email messages. Any messages sent to a mailbox at or above 50 GB will not be delivered, nor will they be re-attempted. An error message will be sent to any user whose mailbox exceeds 50 GB.

As part of general email maintenance, a user may choose to delete email messages, thus sending them to the Deleted Items Folder. There is no time limit on how long messages may exist in the Deleted Items Folder. Messages that have been manually removed (or deleted) from the Deleted Items Folder will be moved to the Deleted Items Retention Folder. Thus, the Deleted Items Folder is the first safeguard for accidental email deletion.

The Deleted Item Retention Folder will store messages removed from the Deleted Items folder for a period of 14 days. After the 14-day retention period, messages will automatically be purged from the Deleted Item Retention Folder. The Deleted Items Retention Folder acts as a final safeguard for accidental email deletion. Once items are purged from the Deleted Item Retention Folder, there is no way for a user or for UNC Information Management & Technology to recover or search these emails. Therefore, any item that has expired from the Deleted Item Retention Folder will be irrecoverable.

Effective November 18, 2016, UNC will no longer retain any local (on premises) email or backups on any enterprise systems. All email recovery and searches including Request for Public Records under the Colorado Open Records Act or E-Discovery will be subject to the restrictions outlined above.

Requests for Public Records under the Colorado Open Records Act will follow the existing Board Policy Manual available at [http://www.unco.edu/trustees/Policy\\_Manual.pdf](http://www.unco.edu/trustees/Policy_Manual.pdf) section 1-1-603.

## Revision History

Version	Published	Author(s)	Description
1.0	2016/09/12	Tim Martin Ethan Mondy	Original publication.
1.1	2016/11/10	Brad Sharp	Minor edits.
1.2	2016/11/14	Tim Martin Brad Sharp	Post legal review edits.
1.3	2016/12/13	Brad Sharp	Approved by UNC Legal Counsel and IM&T Policy Committee. Final publication.

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1.4	2018/06/05	Matt Langford	Annual Review. Made minor modifications to footer removing year.
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