

# LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH



**Policy Title:** Email Maintenance and Disposal

**Policy Number:** 1200.10

**Policy Category:** Administrative

**Distribution Level:** Directly-Operated Programs

**Responsible Party:** Chief Information Office Bureau

## I. POLICY STATEMENT

This policy establishes standards for maintenance and disposal (permanent deletion) of email messages and email boxes (email accounts) in Los Angeles County Department of Mental Health (DMH/Department).

## II. DEFINITIONS

**Disposal:** The act of digitally destroying email messages following the rules set out in this policy.

**Email (Electronic Mail):** A type of electronic communications. Generally, electronic communications, including email, are considered a method of delivery rather than a record type. However, when email, as with conventional paper-based mail, constitutes an official public record, it should be retained accordingly.

**Email Box/Account:** A virtual address which emails are delivered to and stored.

**Maintenance:** The act of maintaining email messages that are not official public records consistent with the rules set out in this policy.

**Non-Record or Transitory Email:** Routine communications that are considered to have no administrative, legal, fiscal, or archival requirements for their retention.

**Official Public Record:** Collections of information based on definitions and rules set out in Board Policy 3.040 and Departmental Records Retention Schedules.

**Protected Health Information (PHI):** Individually identifiable information relating to the past, present, or future physical or mental health, or condition, of an individual; provision of health care to an individual; or the past, present, or future payment for health care provided to an individual.

**Workforce Member:** Employees, business associates, contracted employees, consultants, volunteers, other County departments and/or individuals whose conduct in the performance of work for DMH, its offices, programs, or facilities is under the direct control of the Department, office, program, or facility regardless of whether they are paid or unpaid.

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## **III. POLICY**

DMH email communications are to be managed by message content.

Email deemed to be an electronic record, subject to Board Policy 3.040, shall be retained in conformance with the County or Department's applicable retention schedule for that record type. It is the responsibility of the workforce member to comply with the record retention process and procedure.

Non-record or transitory electronic communications may be deleted as soon as the messages have served their purpose. Examples of non-record electronic communications include:

- Correspondence not related to conducting County business, such as vendor advertisements and spam;
- Requests for meetings, information, or publications which require no administrative action, policy decision, or special compilation or research, and copies of replies; or
- Notices, including memoranda and other information that do not serve as the basis of official or administrative actions (e.g., holiday notices, meeting confirmations, calendar appointments, etc.)

DMH has a three (3) year retention period for email accounts.

## **IV. PROCEDURES**

[Click here to view procedures.](#)

## **V. AUTHORITY**

[Los Angeles County Board of Supervisors Policy 3.040, Records Management and Archive of County Records](#)

[Los Angeles County Board of Supervisors Policy 3.041, Protection of Records Containing Non-Public Information](#)

[Los Angeles County Board of Supervisors Policy 6.100 - Information Security Policy](#)

[Los Angeles County 2014 Departmental Records Retention Schedules, DMH Records Retention Schedules pages 91-95](#)

## **VI. EFFECTIVE DATE**

This policy was effective June 5, 2019.

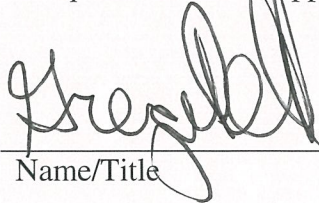
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**VII. SIGNATURE, TITLE, and DATE OF APPROVAL**

Required for initial approvals and all subsequent reviews and updates.

  
Name/Title

  
Date