EUROPEAN COMMISSION
DIRECTORATE-GENERAL INFORMATICS

Directorate C - Digital Infrastructure Solutions (DIS)
DIGIT C4 - User Proximity Services (UPS)

Brussels,
DIGIT C4/GD/gm Ares(2015)

NOTE TO THE ATTENTION OF THE IRMs

Subject: **Document management and automatic deletion of emails**

Reference: note from Mrs DAY Ares(2015)182108 dated 16/01/2015

Following above mentioned note Ares(2015)182108 dated 16/01/2015 and several requests for clarification from IRMs, I would like to provide more details about the automatic email deletion process.

As explained in the note, the registration criteria defined in the eDomec rules applies to email messages under the following specific operating conditions:.

> *An e-mail that contains important information, involves action or follow-up, or may later be needed as proof, should therefore be registered in Ares. In case of a request for access, important e-mails should be retrievable in Ares, just as other types of documents.*

The note also makes reference to an automatic deletion mechanism that will be active from 1 July 2015.

In practice, a centrally automated background process will delete all emails older than 6 months (183 days exactly) present in the 'Inbox', 'Sent Items' or 'Deleted Items' folders or any subfolders of these 3 folders. This auto-deletion process will be activated on the 1st of July 2015.

In the note, there is also a reference to personal folders that are available to transfer e-mail messages for purely personal use. In the context of this note, the terms personal folders cover any folders other than the folders 'Inbox', 'Sent Items', 'Deleted Items' and their sub-folders.

In Outlook, the users have access to multiple email containers:

- His/her mailbox

  Mailboxes are email containers stored on email servers. They contain the default Outlook folders: Inbox (It is the folder where the messages are delivered), Sent Items, Draft, Deleted Items, Calendar, Contacts, Tasks... etc

The users can create their own personal folders in their mailbox to further organise their email data.

- PST files

PST files are email containers stored on the file servers.

Currently, DIGIT is running a project to transfer emails from PST files into the users' mailboxes. The objective of this project is in reducing the storage costs and offering a better workplace to the users (Remote access to email data: Webmail or Mobile Device; Offline access to email data on a Commission laptop; Simple to delegate access…). The emails are transferred from the PST files to personal folders in the users' mailboxes.

The following table summarizes the different types of folders in a mailbox and how they are affected by the new automatic deletion policy.

	Folder Type	6 months deletion
Inbox	Default	Yes
Draft	Default	No
Sent Items	Default	Yes
Deleted Items	Default	Yes
Calendar	Default	No
Contacts	Default	No
Tasks	Default	No
Personal Items	Created by the user	No
Personal Items – 2014	Created by the user	No
Imported Items 1	Created by the PST Import process	No
Imported Items 2	Created by the PST Import process	No

Subfolders inherit the deletions policy from their parent folder.

DIGIT is preparing a communication to the ITIC users. For the non-ITIC users, as usual, we rely on you to communicate the information.

More information is available in the DIGIT Service Catalogue (http://www.cc.cec/itservices/en/content/personal-mailbox-mb). For any remaining question, you may contact the email service.

██████████ may provide any further information to you.

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Contact:

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Cc: Mrs Ingestad, ██████████████████████████
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