
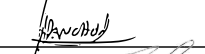





A18 - DATA RETENTION POLICY V1.6

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Approval

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This policy supersedes and replaces all previous versions of this policy.

Revision history

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1 Policy Scope

This policy applies to all employees and contractors involved in collecting, managing, and storing information assets (whether written or electronic).

2 Policy Statement

Records retention and management is an important component of the Digicall Group process. Digicall Group systems have a need to store and manage information on general operations, client records, and finance as part of day-to-day activities. As part of a retention scheme, classes of documents are retained on different schedules based on various criteria. Digicall Group specific record retention schedules are included in this policy as Appendix A.

3 Purpose

This policy provides general provisions for adherence to records and retention schedules and provide a consistent Digicall Group policy regarding retention and disposal of employee, client and operational records.

4 General

1. Digicall Group shall set records retention schedules to address legal, statutory, and compliance requirements as well as litigation needs, business processes, and data privacy concerns. Storage requirements shall be coordinated with the relevant Business Unit Heads to comply with their requirements for record storage.
2. Digicall Group retention periods are determined by evaluating:
 - a. Applicable regulatory, statutory, legal, or general state compliance requirements.
 - b. Determining electronic data components collected, their purpose, and applying the appropriate retention procedure to each class of data asset.
 - c. Identifying other internal or external entities that collect, store, archive, or use Digicall Group information and records.
 - d. Client specific contractual obligation.
3. Digicall Group departments shall develop procedures and documentation that implement and maintain the retention requirements as outlined in this policy. Specific procedures shall specify the retention time, archival rules, data formats, and the permissible means of storage, access, and encryption (if any).
4. Retention Requirements
 - a. The relevant Business Unit Head or their designee shall:

- i. Implement data retention and disposal guidelines limiting data storage and retention times to those that are required for legal, regulatory, and business requirements.
 - ii. Ensure automatic or manual processes exist for the secure destruction of paper and electronic records when no longer needed.
 - iii. Follow specific retention requirements for sensitive data as set forth by this policy.
 - iv. Identify retention periods for log files and audit trails.
 - v. Ensure email retention requirements are enforced.
 - vi. Determine procedures and personnel to handle litigation, public and individual records requests.
- b. Different types of records require varying retention periods. In addition to describing how long various types of information must be maintained, retention procedures shall specify:
 - i. Steps used to archive information and locations where this information is stored.
 - ii. The appropriate destruction of electronically stored information after the identified retention period. Such steps shall adhere to the requirements outlined in this policy.
 - iii. Procedures for chain of custody and handling of electronically stored information when under litigation.
- c. In certain instances, individual departments may have unique record retention requirements outside of documented groups. These shall be documented as part of internal processes and procedures and communicated to the Business Unit Heads. Such requirements may include contractual obligations with customers or business contacts or data retention requirements to maintain business operations. In some instances, departments may need to retain electronically stored information for a historical archive.
- d. During the appropriate retention period for electronic records, archived data must be retrievable. Doing so shall require the following protocols to be in place:
 - i. As new software and/or hardware is implemented, relevant regional Digicall Group IT Department support staff shall ensure new systems and file formats can read legacy data. This may require that older data be converted to newer formats.
 - ii. Data that is encrypted must be retrievable. Digicall Group shall implement key management procedures that ensure encrypted data

can be decrypted when needed.

- e. When establishing record retention periods, Digicall Group shall rely on (in order of precedence):
 - i. State guidelines, recommendations, rules, and statutory requirements.
 - ii. Any Digicall Group policy and procedure enhancing existing state retention periods.

5 Audit Controls and Management

On-demand documented procedures and evidence of practice should be in place for this operational policy. Examples of effective organizational management, audit controls, and employee practices include:

- a. Documented record retention schedules and archival information of Digicall Group enforcement.
- b. Procedures and anecdotal evidence of data migrations to manage electronic record compatibility with newer systems.
- c. Documented encryption and decryption strategies that allow for retrieval of archival electronic records.
- d. Regular employee procedures and anecdotal documentation of records management and archival processes.
- e. Direct observation of archival records organization and storage.

6 Responsibilities

The IT Security and Compliance Manager is responsible for maintaining this policy and providing support and advice during its implementation in line with the IT Risk Management Policy

All Managers are directly responsible for implementing the policy and ensuring staff compliance.

Compliance with this Information Security and all subsequent policies is mandatory.

7 Policy Compliance Monitoring

7.1 Compliance

Group IT will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

If any user is found to have breached this policy, they may be subject to the Digicall Group’s disciplinary procedures. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

7.2 Exceptions

Any exception to this policy must be approved by the Group Chief Information Officer in advance.

7.3 Non-compliance

All users (employees, contractors, vendors) are required to adhere to this Policy. Failure to comply may result in disciplinary action up to and including termination from employment, termination of contract, and civil penalties and/or criminal sanctions, depending on the circumstances.

7.4 Remediation of Non-compliance

Where non-compliance has been identified, dependent on the severity and criticality and possible impact, opportunities may be provided to correct identified non-compliance. This corrective action will be evaluated on a case-by-case basis and timelines will be imposed and strictly enforced to ensure timeous remediation.

If you do not understand the implications of this policy or how it may apply to you, seek advice from the Human Resources Department or the IT Security and Compliance Manager.

8 Policy Governance

The following table identifies who within the Digicall Group is **Accountable**, **Responsible**, **Informed** or **Consulted** with regards to this policy. The following definitions apply:

- **Responsible** – the person(s) responsible for developing and implementing the policy.
- **Accountable** – the person who has ultimate accountability and authority for the policy.
- **Consulted** – the person(s) or groups to be consulted prior to final policy implementation or amendment.
- **Informed** – the person(s) or groups to be informed after policy implementation or amendment.

Responsible	IT Security and Compliance Manager
Accountable	Group Chief Information Officer

Consulted	IT Infrastructure Manager, Regional IT Infrastructure Managers
Informed	All Employees, All Temporary Staff, All Contractors, All Vendors and All Suppliers

9 Audit and Review Process

This policy and compliance there to, will be audited and reviewed internally at least once every 12 months depending on the changes or requirements within the group which will be reviewed by Management, or as required by significant changes in business operations or regulatory requirements.

For Group companies' pursuing certification, policies are required to be audited externally at least once in a 36-month cycle or sooner depending on changes or requirements within the group. Any employees or contractors with suggestions should refer these to their line manager in the first instance so they can be considered for implementation. Whenever changes are made to this policy the final draft will be shared with the Group CIO, IT Infrastructure Manager and the IT Security & Compliance Manager for review and approval before publication.

The IT Security and Compliance Manager will undertake annual policy reviews.

10 Appendices

Appendix A – Retention Schedules

11 Appendix A – Retention Schedules

11.1 General Records

Duplicate Copies: Provided that no retention period is specified for duplicate copies, retain those that are created for administrative purposes for 1 year, and retain those created for convenience or reference purposes until no longer needed or for 1 year, whichever is first. Duplicate copies should not be retained longer than the record copy.

11.2 Board Records

Description: Records generally relating to the elected Digicall Group Board and its members that govern the Digicall Group. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Record	Retention Period
Minutes of Board meeting record the issues that come before the Board at all official meetings and the Board's decisions to these issues.	Permanent
Legal opinions requested by the Board and supplied by legal counsel or the courts, that provide legal guidance on various matters pertinent to the Digicall Group.	Permanent
Digicall Group Board election results that have been validated and affirmed by the a clerk and record the number of votes each prospective Board member or Board ballot issue received.	Permanent
Organization and Reorganization Records that may include but are not limited to: <ol style="list-style-type: none">1. Petitions2. Legal descriptions and maps3. Requests for exclusion4. Tax data5. Election results6. Court orders	Permanent

Board Meeting Packets that include summary and detail information to be considered at upcoming Board meetings.	Permanent
Board Meeting Agendas that provide the schedule of topics that the Board will consider at each meeting.	1 year
Board Election Records that include but are not limited to: <ul style="list-style-type: none"> 1. Absentee voter ballots 2. Election ballots 3. Voter signature cards 4. List of registered voters 	30 days after the election provided the election or the results of it have not been challenged. Should an election be contested all records are to be retained until such time that the appropriate court allows them to be destroyed.
Board Policy and Procedures manual that identifies the official policies and procedures that are to be followed by staff and contractors:	Permanent

11.3 General Administrative Records

Description: Records generally relating to the administration and direction of the company's various departments. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Description	Retention Period
Affidavits of publication - proof of publication provided by newspapers that are required of the company such as budget, Board meetings and other special notices.	6 years
Agreements and Contracts of various kinds that document some form of agreement or contract that is enforceable by law between the Digicall Group and other parties regarding leases, franchises, professional services and others that the Digicall Group should enter in to.	Duration of the agreement or contract plus 6 years, to include any terms limiting action there under.

Annual Reports of the Digicall Group to external parties.	Permanent
Awards and Honors that the Digicall Group has received from various public or private sources.	Permanent
Committee Records - Internal that document the actions and decisions of various committees, task forces or other specially sanctioned groups that meet on an ongoing basis or are established for a specific purpose.	
Ongoing Committees	2 years, provided records have no long-term value
Specific Purpose Committees	Until work of the committee ends and there is no long-term value.
Complaints - communications that are received from customers and/or other persons regarding objections, dissatisfactions or disagreement with Digicall Group policies or actions.	2 years after response or action by the Digicall Group, and all rights of appeal have been exhausted
Correspondence – Routine - is written communication that is sent or received by one or more individuals via the mail service, private courier or electronic mail. The information contained in this type of correspondence is general in nature and does not convey Digicall Group policy or legal/fiscal positions	2 years
Correspondence – Legal, Fiscal, Policy - this written communication is sent in the same manner as the routine correspondence, but its' value is important to the Digicall Group by the very nature of its subject matter. Examples of this type of correspondence are communications dealing with fiscal policy, legal issues, property records, court filings and other topics that may be needed for future use.	Permanent
Electronic Mail is an electronic message that is transmitted between two or more computers or electronic terminals.	Follow the Digicall Group Acceptable Use – and other related policies

Forms – Blank that are not considered to be records and should be separated from the Digicall Group’s records. However, a master forms file may be maintained to track the evolution of the form and instructions regarding use of the form.	Until superseded, except retain one copy permanently if a master forms file is maintained
General Administrative Records that are created or received in the course of administering programs, including daily, weekly or monthly activity reports which are summarized in the Digicall Group’s annual report	2 years or until no longer needed for reference
Housekeeping Files that are maintained by an office and that do not relate directly to the primary business mission of the office. Includes such records as charity fund drives, office parties, custodial service requests, parking space assignments, telephone logs and distribution of keys.	Until no longer needed for reference
Mail & Postage Records that record the amounts of mail dispatched, the cost center to be charged and the total amounts of postage charged	Retention: 2 years
Minutes of the Board that serve as the official record of the actions and decisions of the Digicall Group	Permanent
Maps & Drawings that relate to building construction and/or remodeling, site plans, engineering, cartographic or other graphic presentations that are needed for the continued operation of the Digicall Group and its facilities	Permanent
News Releases that are prepared statements or announcements issued to the news media regarding Board decisions, changes in senior administrative personnel, and or program changes or termination of Digicall Group programs. It should be noted that major policy or historical news releases should be retained indefinitely.	4 years
Policy and Program Development Records that document the formulation and adoption of policies, procedures and functions of the Digicall Group. Includes narrative and/or statistical reports, related correspondence on program activities, organizational	Permanent

charts and records related to significant events in which the Digicall Group participated.	
Publications that are produced for wide internal or external distribution, including brochures, pamphlets, studies, proposals, newsletters, proposed instructional materials, and similar materials produced and made available to the public. One copy should be retained permanently, and extra copies destroyed.	Permanent
Reports (Daily, Monthly, Quarterly) that are prepared by various Digicall Group departments regarding the educational operation and/or activities, and are for use in compiling other reports, planning and budgeting, monitoring academic achievement and progress, etc.	3 years
Resolutions of the Digicall Group Board that relate to the Digicall Group's endorsement of a position, action or policy on a given topic such as supporting a national referendum.	Permanent
Rules & Regulations adopted by the Digicall Group Board in relation to various Digicall Group activities and functions. Examples of these would be to protect staff, set standards of conduct and dress, and provide accountability to stakeholders.	Permanent
Studies & Plans prepared by the Digicall Group or contractors. Examples include feasibility studies, planning and land use, population estimates, achievement, capital projects, transportation projections and other documents that have long-term reference or historical value to the Digicall Group.	Permanent
Surveys & Questionnaires or other similar documents used by the Digicall Group to evaluate or gain feedback from employees and customers.	Until no longer needed for administrative purposes
Training & Conference materials that document Digicall Group employees at seminars, conferences or other training events not sponsored by the Digicall Group, including instructional materials obtained at these meetings or training sessions.	2 years

Worksheets & Drafts such as rough notes, calculations or drafts assembled or created and used to prepare or analyze other documents; records of preliminary or working stage which are used in preparation of the final version or a document or report.	Until no longer needed
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11.4 Services Records

Description: Records generally relating to employees or contractors within the Digicall Group. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Record	Retention Period
<p>Employee Services File - Records may include but are not limited to:</p> <ol style="list-style-type: none"> 1. Employment and Supporting Documentation 2. Individual Growth Plan 3. Testing Documentation 4. Health Records 5. Psychological Reports 6. Achievements 7. Referrals, Permissions & Notices 8. Assessment Reports 9. Evaluations and Accompanying Reports 10. Behavior Support Plan 11. Health Plan 12. Service Plan 13. Request for Records 14. Record of Access 	<p>Five years after all services have ended PROVIDED that the Digicall Group has issued a notification of pending destruction to the employee or contractor.</p>

11.5 Buildings and Grounds Records

Description: Records generally relating to the construction and operation of facilities and grounds within the Digicall Group. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Record	Retention Period
<ol style="list-style-type: none"> 1. Construction Project Files -Records may include but are not limited to: 2. Surveys and plot plans that pertain to Digicall Group estate 3. Final blueprints, specifications and shop drawings and all modifications made thereto 4. Evacuation plan 5. Environmental reports (asbestos, lead, radon etc.) 6. Certificate of occupancy and final building inspection reports 	Permanent
Deeds to Real Property that legally conveys land to Digicall Group.	Permanent
Building Key Schedules that itemize the list of different master keys and individual keys, and the assigned holders of those keys.	Until superseded plus 1 year
Inventory of Buildings or Grounds Equipment that itemizes the authorized support equipment assigned to each Digicall Group facility.	Until superseded plus 1 year
Maintenance Records for Each Digicall Group Facility that record the service and repair record on the building and equipment.	Life of the equipment or 10 years whichever comes later
Record of Utility Usages documents the electricity, water or other utility that each building consumes each month or year.	5 years or until no longer needed
Application and Approval for Use of Premises for purposes other than regular Digicall Group activities.	2 years
Working Drafts of Proposed Drawings that are used to provide for making estimates and other needs before proceeding to request official cost estimates for construction or alteration work.	2 years

11.6 Financial Records

Description: Records documenting and ensuring accountability for the receipt and expenditure of public funds. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Record	Retention Period
Accounts Payable Records - that serve as the basis for payment of invoices by the Digicall Group, including copies of invoices paid, copies of cheques, invoices, purchase orders and receiving reports, and correspondence with vendors.	
Accounts Payable Records in General	6 years + current
Balance Sheets	Until updated
Invoices Paid - Includes invoices and statements.	6 years + current
Credit Card Statements - Documentation of charges for items such as printing and meals or credit card transactions	2 years + current
Credit Card Records - Records of credit cards issued to the Digicall Group for official use.	1 year + current after cancellation
Expense Records -Records maintained to document travel, mileage, claims for reimbursement and other expenses of Digicall Group officials while on Digicall Group business, including requests, authorizations, reimbursements and other similar.	2 years, provided audit has been completed
Purchase Orders - Sent to vendors such as contractors when the vendor's charges for services	4 years
Petty Cash Records - Records of petty cash funds account and requests for petty cash for various purposes.	1 year + current
Vendor Files - Files maintained as a unit to track accounts payable activity for specific vendors, including information such as taxpayer identification number, VAT	6 years + current

number, name and address, correspondence, copies of cheques, etc.	
Accounts Receivable Records that serve as the basis for collection of amounts owed by vendors, organizations and clients having accounts with the Digicall Group and documentation of billing and collection of monies.	
Accounts Receivable Records in General	2 years + current
Balance Sheets	Until updated
Cash Books, Receipts and Reports - Cash book showing receipts, cash account pre-edit listing, daily cash reports and other documentation of receipt of monies for fees, parking tickets, rentals, registrations, etc.	2 years + current
Cash Register Validation Tape	1 year + current
Invoices and Statements Issued by Digicall Group - Billings by Digicall Group to outside companies or institutions for damages, supplies, services or repairs, etc.	6 years + current
Audit Records documenting external audits of the financial position of the Digicall Group	
Audit Reports - Annual or special reports prepared by external auditors examining and verifying the Digicall Group financial activities or the financial activities of a fund, department or other component of the government.	Permanent
Audit Work Papers - Documentation consisting of routine correspondence with auditors and copies of Digicall Group records compiled for use by auditors in performing an audit.	2 years + current after completion of audit
Bank Records that document the current status and transaction activity of Digicall Group funds held at banks	
Bank Statements - Monthly statements showing the amount of money on deposit to the credit of the Digicall Group	6 years + current
Cheque Records	

Cancelled Cheques	6 years + current
Duplicate Copies of Cheques - Carbon copies or photocopies of cheques issued and maintained solely as a quick reference source.	1 year + current
Register - Cheque - Chronological listing of cheque entries.	6 years + current
Stubs – Cheque	1 year + current
Deposit Pass Books - records of Digicall Group savings account deposits, withdrawals and balances.	6 years + current
Deposit Slips - Bank cashiers' slips showing amount and date of deposit of monies into Digicall Group accounts.	1 year + current
Reconciliations	6 years + current
Trial Balances	2 years + current
Bond Issue Records	
Bond Issue Files - Records that document the authorization to finance property improvements through bonded indebtedness and implementation of bond issues, including bond anticipation notes, revenue bonds, general obligation bonds, revenue and refunding bonds, water bonds and special improvement bonds; usually include correspondence and general documentation, authorizations supporting financial arrangements, bond ratings, contracts or sales agreements, and sample copies or specimens of bonds sold as evidence of Digicall Group indebtedness.	2 years after final payment
Bond Issue Proceedings Books - Certified record of proceedings related to a bond issue, containing specimen (usually original) documents related to the approval process and issuance of bonds typically compiled in book form for presentation to the Digicall Group by the bond agent or bond counsel.	Permanent
Bonds, Notes and Coupons Paid - Cancelled or redeemed bonds and coupons received from paying agents	1 year after maturity

throughout the lifetime of the bond issue; cancelled upon receipt.	
Bond Registers and Ledgers - Used to document the redemption of coupons for Digicall Group bonds. Bond registration and redemption transactions may be handled by a bond registration or paying agent for some Digicall Groups.	Permanent
Budget Records	
Budget - Final Adopted - Final financial plan for the budget established by the Digicall Group as approved by the Board for the allocation and budgeting of all expenditures of the Digicall Group.	Permanent- Duplicate Copies Until superseded
Budget - Preliminary - Draft version of the budget presented for public inspection and review prior to consideration of the budget by the Board.	1 year after adoption of final budget
Duplicate Copies:	Until final budget is adopted
Budget Reports	
Monthly or Quarterly Reports - Periodic reports regarding the status of receipts and disbursements in comparison to the adopted budget.	2 years + current
Year-End Reports - Summary annual budget reports compiled at year-end.	6 years + current
Budget Work Papers - Papers used to assist in the preparation and review and decision-making processes for department budget request, including reports, budget instructions, work sheets, spending plans, budget proposals, financial forecasting reports and similar records.	1 year + current
Fee and Rate Schedules that document the fees and rates collected by the Digicall Group for various services.	Retain current and previous schedules
Financial Guarantees - Records relating to the acquisition and release of various forms of financial guarantee -- including escrow accounts, letters of credit,	1 year after expiration, completion of guaranteed project (if applicable) or release

liens, promissory notes -- required by the Digicall Group from other parties to ensure performance, payments or the completion of certain specified actions, such as the completion of projects, required improvements or the payment of delinquent bills or assessments.	of the guarantee by the Digicall Group
Fixed Asset Records - Inventories and listings kept to track and control the fixed assets of the Digicall Group, including buildings, real estate, office equipment, tools, machinery, and other equipment.	
Annual Reports - Work sheets compiled for annual reports listing totals of all fixed assets, purchases and disposition of assets.	Until superseded
Auction Records - Summary reports and other records of Digicall Group property sold at public auction.	2 years + current
Depreciation Detail	3 years + current
Disposition Records - Records of disposal of Digicall Group property (non-real estate) and unclaimed, abandoned or confiscated property such as computer equipment by competitive bidding or destruction, including date, department name, description of item, value, disposition, method and reason for disposition, condition, value and approvals.	3 years + current after disposition of property
Fixed Asset Files - Listings of all Digicall Group property (buildings and real estate), vehicles, equipment and furniture. Includes description, cost, date purchased, location, name of vendor and depreciation.	10 years
Inventories - Fixed Assets - Listings of expendable and non-expendable property of the Digicall Group, including buildings, real estate, vehicles, furniture, equipment, supplies and other items owned or administered by the Digicall Group.	Until revised + 1 year
Surplus Property Records - Documentation of the sale of surplus real property, including invitations, bids, acceptances, lists of materials, evidence of sales and related correspondence.	6 years after final payment

Trust Fund Records - Documentation of bequests to the Digicall Group	2 years after trust fund closed
Government Revenue Programs - Records pertaining to governmental programs allocating state or revenue sharing funds to Digicall Group for specific purposes.	
Revenue Programs	
VAT - Exemption certificates issued to the Digicall Group, which are required for allowance of tax credits for vendors.	6 years + current
Revenue Sharing - Documentation and reports of the Digicall Group's receipt and reallocation of revenue sharing funds, including public notices, expenditure records and reports, project records, financial and payroll records, etc.	6 years + current
Instructions for Completing Government Forms	Until superseded or obsolete
Grant Records - Files pertaining to applications for grants and the administration, monitoring and status of grants received by the Digicall Group from private and governmental sources.	
Awarded Grants – Documentation of awarded grants that are accepted by the Digicall Group, including records of grant application, performance under the grant, grant contracts and agreements, annual and final performance reports.	Duration of grant + 6 years
Rejected Grants - Documentation of grants applied for by the Digicall Group and either rejected by the grantor or not accepted by the Digicall Group.	2 years + current after rejection or withdrawal
Reports - Grant Funded Programs - Periodic reports on the administrative and fiscal operations of state funded programs compiled on a monthly, quarterly, or semiannual basis.	3 years after completion of all applicable audits
Supporting Documentation - Background supplemental information relating to grant applications and administration.	3 years after conclusion of the grant
Insurance Records	

Certificates of Insurance - Documentation provided by insurance providers as proof of insurance coverage for specific purposes.	
Major Digicall Group	10 years after substantial completion
Other Certificates of Insurance	6 years after expiration
Claim Records - Records of claims for damages made by the Digicall Group against other parties and made by other parties against the Digicall Group.	
Claim Records - Statements of claims and completed claim forms.	6 years + current
Claim Reports - Summary reports regarding handling and disposition of claims made against the Digicall Group and/or its insurance company by other parties	6 years + current
Employee Insurance Claim Records - Records pertaining to employee claims for medical, dental, long term disability and other insurance coverage.	3 years + current after incident is closed and all rights of appeal have expired
Insurance Policies - Documents issued by the insurance company to outline liability, theft, fire, accident, property damage and other coverage and risk control standards for the Digicall Group under the insurance policy.	6 years after expiration of policy, or after all claims made under the policy are settled, whichever is later
Investment Records -Records documenting various investments made by the Digicall Group.	
Bank Statements - Investments	2 years after investment ends
Certificates of Deposit – Registers	6 years after maturity
Money Market Certificates	6 years + current after maturity
Reports - Investment of Funds	6 years provided audit has been completed
Saving Bond Records	6 years + current after final payment
Treasury Bills and Notes	6 years + current after maturity
Ledgers and Journals	

General Ledger - Year-end summary of receipts and disbursements by account and fund reflecting the general financial condition and operation of the Digicall Group. May also include documentation from subsidiary ledgers to general ledger and accounting adjustments in the form of general entries.	Permanent
Subsidiary Ledgers and Journals - Daily, monthly or quarterly transaction detail showing receipts and expenditures such as depositor payment amount, date payee, purpose, fund credited or debited, and cheque number; provides backup documentation to General Ledger.	
In General	2 years
Loan Records - Records of loans entered into by the Digicall Group	6 years + current after payment and cancellation
Purchasing Records - Records pertaining to procurement of services or commodities, including purchase requisitions, purchase order, vouchers, field order, work orders, invoices and supporting documentation for purchases	
Purchasing Records in General (Orders and Requisitions)	4 years + current
Bids - Bids, quotes and proposals regarding services and commodities received by the Digicall Group in response to solicitations.	
Accepted Bids - Received from successful bidders.	6 years + current after acceptance of the bid
Rejected/Unsuccessful Bids - Received from unsuccessful bidders.	2 years + current
Unsolicited Bids - Received from bidders without solicitatio.	2 years + current
Lease-Purchase Records - Records pertaining to the acquisition of property by lease-purchase transactions.	Term of lease-purchase arrangement + 6 years
Procurement and Purchasing Policies - Directives, memoranda or manuals pertaining to policies established by the Digicall Group for the procurement of commodities and services	Permanent Duplicate Copies Until superseded

Purchasing Control Forms - Purchase orders, purchase requisitions, field purchase orders, vouchers and other forms documentation to procurement process.	6 years + current
Solicitations and Specifications - Requests for proposals (RFPs), requests for quotations (RFQs), and other solicitations by the Digicall Group for competitive bids, proposals or quotes for the provision of services or commodities; includes bid specifications.	6 years + current
State Bid List	Until superseded
Vendor Lists - Listings of vendors providing goods and services to the Digicall Group, usually including names, addresses, phone numbers, description of goods or services provided.	Until superseded or obsolete
Reports – Financial - Reports created for internal use to document the status of funds, bank accounts, investments and other accounting of Digicall Group funds, including financial projection reports.	
Annual Financial Reports - Statistical reports on the financial affairs of the Digicall Group or specific departments, including a statement on the value of all Digicall Group owned property and an accounting of all income and expenditures in relationship to the final budget.	Permanent
Revenue and Expenditure Reports - Reports including information regarding cost analysis, itemized expenditures and revenue sharing	6 years + current
Departmental Expenditure Reports	1 year + current
Financial Reports - Monthly	2 years + current
Cash Receipt Journals	2 years + current
Worksheets Financial - Documents such as rough notes, calculations or drafts assembled or created and used to prepare or analyze other documents; spreadsheets, worksheets, preparatory notes, tentative financial estimates and projections, and other documentation of a preliminary or deliberative and transitory nature.	Until no longer needed.

11.7 Transportation Records

Description: Records generally relating to the operation and maintenance of Digicall Group’s transportation or vehicle program. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Record	Retention Period
Driver Qualification File – to include but limited to: <ol style="list-style-type: none"> 1. Driver’s license 2. Special driving courses attended 	6 years
Vehicle Maintenance File – to include but not limited to: <ol style="list-style-type: none"> 1. Annual inspection form 2. Vehicle repair form 3. Preventive maintenance inspection form 	Life of the vehicle or 10 years
Daily Pre-Trip Inspection Sheets that verify the driver has completed the required inspections.	6 months
Emergency Evacuation Drills that document the driver’s knowledge and application of evacuation procedures.	3 years
Emergency Evacuation Talk Checklist that spell out the correct and proper procedures for employees to follow in the event of an emergency.	6 months
Transportation Service Hours that detail the schedule of service for Digicall Group vehicles.	6 months
Drug and Alcohol Test Results that are required of transportation section employees.	5 years
In-Service Training Record that documents the annual training provided to each driver and maintenance person.	6 years

11.8 Personnel Records

Description: Records relating to the hiring, employment, safety, benefits, compensation, retirement and termination of Digicall Group employees. The specified retention period applies to the information contained within the record, regardless of the physical format of the record (paper, microfilm, computer disk or tape, optical disk, etc.).

Record	Retention Period
Affirmative Action Records	3 years
Agreements and Contracts – Personnel.	
Collective Bargaining Agreements	3 years after expiration
Employment Contracts Individual employment contracts or where contracts or agreements are not in writing, a written memorandum summarizing the terms.	3 years after expiration
Disability Records	3 years after expiration
Benefits - Records pertaining to fringe benefits, insurance coverage and benefit plans for employees.	
Group Health Insurance – Coverage Records showing covered employees, their spouses and dependents elected or rejected coverage.	3 years + current
Benefit Plans Documentation relating to employee health, dental, vision and other insurance plans; pension, deferred compensation, individual retirement accounts, money purchase plans, retirement and similar plans; including a benefit plan description and/or a summary benefit plan description.	Full period that plan or system is in effect, plus 1 year after termination of the plan
Plan Basis Records providing the basis for all required plan descriptions and reports necessary to certify the information, including vouchers, worksheets, receipts, applicable resolutions.	Not less than 6 years after filing date of documents
Bonds – Public Officials - Fidelity, surety, blanket or other bonds intended to guarantee honest and faithful	6 years + current after term expires

performance of officials such as financial officers or administrators.	
Compliance with Regulatory Requirements.	
Affirmative Action Plan	Permanent
Affirmative Action Records - Records of requests for job applicant's reasonable accommodation applications, hiring, promotion, demotion, transfer, layoff, termination, rates of pay, selections for training or apprenticeship.	2 years
Disabilities Act Compliance.	2 years
Family and Medical Leave Compliance.	2 years
Occupational Health and Safety Act Compliance.	2 years
Employee Records – Active and Terminated Documentation of an individual employee's work history, including information regarding active and terminated employees maintained because of the employer-employee relationship, such as records pertaining to age, address, telephone number and social security number; notices of appointment; tuition reimbursement; classification questionnaires; commendations; disciplinary and personnel actions relating to the employee, including hiring, evaluation, demotion, promotion and termination of employees; letters of commendation; letters of resignation; emergency notification forms; oaths of office; job-related training documentation; performance evaluations; salary documentation; selection of benefit plans, etc.	10 years after retirement or separation. Duplicate Copies Transfer to custodian of record copy upon termination of employment.
Employee Records – Temporary and Seasonal -Records and documentation relating to employment of temporary and seasonal employees, except for payroll and fiscal information	3 years after termination, except payroll and fiscal records
Expense Records.	3 years after termination
Garnishments.	3 years after termination

Grievances Records of personnel grievances filed by employees.	3 years + current after settled
Health and Safety Records.	
Hazardous Materials Exposure - Records of any personal or environmental monitoring of exposure to hazardous materials, lead and asbestos, chemicals, toxic substances, noise, dust, heat, cold, repetitive motion, blood-borne pathogens, biological agents, bacteria, virus, fungus, radiation, or other dangerous work-related conditions.	30 years after separation
Medical Authorizations for Release of Information - Employee (patient) authorizations for release of protected information	6 years from date of creation of the record
Material Safety Data Sheets (MSDS) -Employers must have a MSDS on file for each hazardous chemical they receive and use and ensure copies are readily accessible to employees in their work area. Employer must keep records of chemicals used, where they were used and for how long.	Until superseded or 1 year + current after chemical is disposed of or consumed provided the employer retains some record of the identity (chemical name if known) of the substance or agent, where it was used, and when it was used for at least 30 years.
Safety Committee Records.	3 years after termination
Safety Policies and Procedures.	3 years after termination
Safety Training Information - Manuals, handbooks and similar documentation of safety training provided to employees.	1 year + current
Record of verification of citizenship and eligibility to work in the country, including verification documentation that establishes identity and eligibility.	3 years from date of hire or 1 year after separation, whichever is later
Insurance – Employee	3 years after termination
Job Records	

Advertisements of Job Opportunities Advertisements and announcements regarding job openings, promotions, training programs or overtime work.	1 year + current
Applications for Employment and Supporting Documentation Applications, resumes and supporting documentation and other replies to job advertisements, including applications for temporary positions.	2 years from the date record was made or human resource action was taken, whichever is later
Applications for Employment – Not Hired Applications, resumes and supporting documentation submitted for Digicall Group employment by individuals not hired	2 years from the date of the making of the record or the personnel action involved, whichever occurs later
Examinations Tests administered by the Digicall Group in connection with screening job applicants to determine aptitude or skills.	2 years + current from the date of making record or action, whichever occurs last
Job Descriptions and Specifications, written descriptions of duties performed, qualifications and physical requirements for Digicall Group positions.	Until superseded
Polygraph Records – Job Applicants	2 years + current
Polygraph Records - Routine (Not Job Related)	Until administrative need ends
Oaths of Office - Oaths of office taken by appointed Digicall Group officials.	Term of office + 1 year
Payroll Record	
Basis of Pay Records pertaining to additions or deductions from wages paid; the basis on which wages are paid; earnings per week/month; records containing employee's name, address, date of birth, occupation, rate of pay and compensation earned per week/month.	3 years
Compensation Plans	
Pay Plans - Written plans outlining job titles and pay scales for Digicall Group employees.	Permanent
Seniority or Merit Systems	For the full period the plan or system is in effect plus 1 year

Credit Union Deduction Requests	1 year after superseded
Direct Deposit Reports	1 year + current
Employee Longevity Reports Report related to individual employee.	10 years after separation
Garnishments	
Documentation of requests and court orders served on the Digicall Group to withhold the wages of employees for garnishments, tax levies, support payments and other reasons.	3 years
Leave Records	2 years
Balance Reports	2 years
Year-End	2 years
Retention Duration of employee file	2 years
Other Periodic Reports	2 years
Leave Requests - Applications submitted by employees for sick, vacation, compensatory, personal business, family and medical leave, long-term leave and other leave time.	1 year + current
Pay Plans.	2 years
Payroll Reports	
Employee Longevity Reports	Permanent
End of Pay Period	1 year + current
FICA Reports	6 years + current
Quarterly	2 years + current
Year-End	6 years + current provided Payroll Register is retained permanently
Payroll Tax Records - Records of collection, distribution, deposit and transmittal of state income taxes, including miscellaneous income statements, request for taxpayer	5 years + current

identification number and/or certificate, employer's tax return and other similar state forms.	
Register – Payroll [Year-End] - Documentation of the earnings, voluntary and required deductions and withholdings of Digicall Group employees.	Permanent
Salary Surveys - Studies and surveys conducted by the Digicall Group or its agents to gather comparative salary information for Digicall Group positions in comparable organizations.	3 years + current
Time Worked Records - All basic time and earnings cards or sheets and work production sheets of individuals where all or part of the employee's earnings are determined.	5 years + current
Wage-Rate Tables - All tables or schedules (from their last effective date) of the employer which provide the piece rates or other rates used in computing straight-time earnings, wages, or salary, or overtime pay computation.	3 years
Tax Forms - Annual wage and tax statements documenting individual employee earnings and withholdings for state income taxes.	4 years + current
Pension Records	
Actuarial Reports - Reports by actuaries concerning the financial soundness of a pension plan.	Permanent
Pensions Awarded - Records of applications for pensions, determinations regarding award of pensions and actuarial calculations for the pension.	Permanent
Pension Plans.	3 years
Physical and Medical Records - Records documenting an individual employee's work-related medical history. Note: These records are not personnel records and must be kept physically separate from employee personnel records in a separate location.	1 year

Family and Medical Leave Records - Records required to be retained relating to medical certifications, recertification or medical histories of employees or employees' family members. These records shall be maintained in separate files/records and be treated as confidential medical records, except that supervisors and managers may be informed regarding necessary restrictions and accommodations, not the nature of the condition, first aid and safety personnel may be informed (when appropriate) if the employee may/might require emergency treatment, and government officials investigating compliance shall be provided relevant information.	3 years
Occupational Health and Safety Records - Records required including complete and accurate records of all medical examinations. Note: These records may be retained by the medical provider.	Duration of employment + 30 years
Policies and Procedures – Personnel - Handbooks, manuals, directives and other written statements or summaries of policies and procedures governing personnel and human resource matters pertaining to employment with the Digicall Group	Retention Until updated, except retain permanently all documentation that would be useful in establishing past policies or procedures in settling personnel disputes
Recruitment and Interviewing Procedures - Guidelines for recruitment and interviewing processes for hiring of Digicall Group employees.	1 year + current
Regulatory Agency Information.	Until updated
Reports – Personnel.	1 year + current
Safety.	1 year + current
Signature Certificates - Facsimile signature certificates for Digicall Group Board members that are filed with the for authentication and verification of the signature of the official on Digicall Group documents.	1 year after end of employment
Training Information - Information presented to orient new employees regarding policies and procedures.	1 year + current

Unemployment Insurance - Reports and claim records for unemployment insurance payments.	6 years + current
Volunteer Worker Records - Records documenting work performed for the Digicall Group by citizens without compensation for their services.	3 years after separation
Work Schedules	2 years + current
Employee On-Call Schedule	2 years + current
Workers' Compensation - Injury reports and supplemental reports and claim records for workers' compensation.	6 years + current