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| ]REDACTED] | Area G-G  OAG  Victoria Quay  Edinburgh EH6 6QQ  28 August 2017 |

Dear [REDACTED]

**Freedom of Information Request**

Thank you for your email of 04 August 2017 requesting information under the Freedom of Information Act 2000 (FOIA).  You asked:

“I would be grateful if you could provide a copy of your agency/department's current policy/guidance to staff relating to the deletion of emails.

I am also seeking the following information, if it is not contained within the above documents:

1. An answer as to whether your organisation has a general policy on automatically deleting emails after a certain period of time. If so, what type of emails are deleted (e.g. calendar invites/sent items/inbox items/all items) and after what period of time?

2. I note that National Archives guidance states that organisations should "define clearly which emails need to be kept for business or historical value". Please provide your organisation's definition.

3. Details of your organisation's policy on routinely deleting dormant accounts/those of former staff (i.e. what type of emails are deleted and after what period of time?)”

Our Information Technology is provided by the Scottish Governement. Any questions relating to policy or guidance regarding the deletion of emails including dormant accounts should be directed to them.

You can use the link below to go to their FOI site.

<http://www.scotland.gov.uk/About/Information/FOI>

You may, if dissatisfied with the treatment of your request, ask the Office of the Advocate General to conduct an internal review of its decision.  The internal review will be conducted by someone other than the person who took the initial decision.  Requests for internal review should be addressed to the Information Officer, Office the Advocate General, Victoria Quay, Edinburgh, EH6 6QQ.

If following the internal review you remain dissatisfied with the treatment of your request by OAG then you may take your complaint to the Information Commissioner, whose address is Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  Details of the complaints procedure can be found here:

<https://ico.org.uk/concerns>

Yours sincerely

[REDACTED]