

Email Retention Policy

In order to maintain an efficient and reliable email system, Information Technology has implemented an Email Retention Policy that is applied to four folders on all Regent email accounts. These four email folders are the INBOX, Pending Delete (which is described below), Deleted Items, and Sent Items. Any email folders not described below do not have a retention policy, but do count towards your email quota. The following sections aim to help you better understand what the policy means for your email folders.

Inbox Retention:

Messages within your **Inbox** folder or sub-folders within your **Inbox** folder that exceeds 30 days in age will be automatically moved into the **Pending Delete** folder, a sub-folder under **Managed Folders**. In Figure 1, the email messages in the folders "Example 1 and Example 2" would be subject to the retention policy because they are a sub-folder of the INBOX. In Figure 2, the email messages in the folders "Example 1 and Example 2" would NOT be subject to the retention policy.

Pending Delete Retention:

After messages arrive in the **Pending Delete** folder they will remain there for 120 additional days. After 120 days residing in the **Pending Delete** folder, messages will be moved into the **Deleted Items** folder. See Figure 1 or 2 for location of the "Pending Delete" folder.

Deleted Items (Trash) Retention:

Messages may remain in the **Deleted Items** folder for only 7 days before being permanently deleted

Sent Items Retention:

Messages within your **Sent Items** folder or sub-folders within your **Sent Items** folder that exceeds 30 days in age will be moved into the **Sent Archive** folder, a sub-folder under **Managed Folders**.

Archived Sent Items Retention

Messages within the **Managed Folders -> Sent Archive -> Sent Items** folder will remain indefinitely without threat of being permanently deleted.

Example 1 (life of an email):

You receive and read an email from a friend, but leave it in your INBOX to reference later. Four months go by and you think you want to look for that email. After the first 30 days, the email was automatically moved to the "Pending Delete" folder under Managed Folders. So, you could find this message in the "Pending Delete" folder.

Example 2 (managing your email):

You receive and read an email from Central Enrollment and you want to save it. Instead of leaving it in your INBOX, you create a folder called "regent" at the same level as the INBOX and move the message here. The message will remain indefinitely in this folder until it is deleted or moved. All messages will count towards your email quota, including messages in your Managed Folders.

