

# An Email Retention Checklist

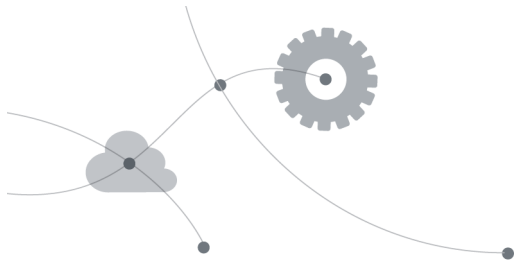
The effort to ensure your company email communication adheres to legal frameworks, can leave the best of us confused and frustrated, so we asked our friends at Web Tech Law Pty (LTD) to provide clarity on what is required for South African businesses to confirm compliant email archive retention practice.

## 1. Tamper-proof archived emails

- a. Emails must be captured and stored in their final form and must be capable of being displayed or presented in this form.
- b. Emails must not be altered in any way.
- c. The form in which the emails are stored must be such that they can be demonstrated to accurately represent the information generated, sent or received in its final form.

## 2. Audit Trail

- a. Information about the emails' origins must be ascertainable, retained and associated with the emails themselves either in a manner that is consistent with their final form or in a manner that does not undermine the emails integrity.
- b. Emails must be retained in such a manner that the information they bear must be accessible so as to be usable for subsequent reference purposes.
- c. The email archival infrastructure must be subject to regular and verifiable checks in order to ensure its integrity and proper functioning.
- d. Emails must be capable of being extracted from their storage environment in a non-destructive manner so as to preserve the extracted information's integrity and admissibility as evidence as well as the stored versions' and



copies' integrity.

- e. Emails that are extracted from their storage environment for use as evidence of what they purport to be or represent should be capable of being verified as having been stored in a compliant archival infrastructure.

### 3. Retention Period

- a. The email archival service must be capable of reliably and verifiably tracking the lifespan of the emails stored within it as well as any actions taken which may affect the stored emails or their storage environment.
- b. The standard practice, for email retention, in South Africa is three years. There are exceptions to this rule, such as the Companies Act whereby electronic documents may be retained for up to seven years

Download the full Email Archival Compliance Report supplied by Web Tech Law Proprietary (Limited) on [SYNAQ.com](http://SYNAQ.com)