



DISTRICT OF NORTH SAANICH

ADMINISTRATION POLICY

TITLE: CORPORATE RECORDS MANAGEMENT		NO. COU-034	
PURPOSE <p>The purpose of this policy is to:</p> <ol style="list-style-type: none">1. Officially recognize the value of the District of North Saanich's information holdings as a business asset;2. Ensure that the District's records are created, used, managed, retained, disposed of and preserved in a systematic manner, compliant with relevant legislation;3. Formally document the District's core records management principles;4. Ensure that access is provided to records in compliance with the <i>Freedom of Information and Protection of Privacy Act (FOIPPA)</i>; and5. Clearly establish authorities, responsibilities, and accountabilities related to the management of the District's information holdings.			
POLICY STATEMENT <p>The District of North Saanich recognizes that information is a critically valuable asset and will manage all records in its custody or control, regardless of format, in order to meet its business, fiscal, and legal requirements; to document government decisions; to support program and service delivery; to preserve the District's historical record; and to demonstrate accountability. This policy is to be read in conjunction with <i>2001.1 Corporate Records Retention</i>, <i>2001.3 Scanning Policy</i> and <i>2002.1 Freedom of Information and Protection of Privacy – Disclosure of Information from the Assessment Role</i>.</p>			
SCOPE <p>This policy applies to all District employees, and to all records in the custody or under the control of the District of North Saanich and to the management of those records. It includes both physical and electronic recorded information in all information systems.</p>			

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POLICY

Employee Responsibilities

- 1.1 Employees must maintain, organize, classify and file records they create, receive, purchase or collect in the conduct of their work as evidence of municipal government activity, regardless of whether they are electronic or paper. These corporate records are originals and are to be filed for legal, fiscal, administrative, operational, evidential or historical purposes according to an approved classification scheme.
- 1.2 Employees must file electronic records, including email, in the Electronic Document and Records Management System (EDRMS).
- 1.3 Employees must not keep corporate records in separate filing systems or on hard drives or other storage devices, unless approved by the Records Coordinator or Corporate Officer.
- 1.4 Employees must not store personal electronic records in corporate physical files or in the EDRMS.
- 1.5 Employees must regularly transfer records to Corporate Services pursuant to the District's retention schedule policy (*Policy 2001.1 Corporate Records Retention*).
- 1.6 Employees must not dispose of any corporate records. This provision does not include transitory records. Records may only be destroyed by the Corporate Officer in accordance with *Policy 2001.1 Corporate Records Retention*.
- 1.7 Employees must ensure that when leaving a position, corporate records are left in the custody and under the control of the District.
- 1.8 Employees must document their business activities and decisions to allow for transparency and accountability.
- 1.9 Employees must treat information in a manner that facilitates access while ensuring privacy and security requirements are met.
- 1.10 Employees must respect access restrictions (security, confidentiality, privacy and copyright) in the routine release of records.
- 1.11 Employees must identify records containing sensitive or confidential information on or within the record itself.
- 1.12 Employees must not loan corporate records beyond the control of the Corporate Officer, in order to ensure the protection against loss or damage.
- 1.13 Employees must ensure that contract documentation and records that are delivered to the

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District as a result of the terms of a contract will be managed according to this policy.

Records Management

- 2.1 All records in the custody or control of District employees, which are created, received, collected or purchased during the course of their work duties are the property of the District, not the employee. This includes electronic mail (email) messages and attachments.
- 2.2 The District shall manage information in a manner that maintains the records’ authenticity, accuracy, integrity and reliability; that allows for the protection and preservation of vital records; that allows for ease of response to official information requests; and that respects information privacy and security requirements.
- 2.3 The District will implement and maintain an Electronic Document and Records Management System (EDRMS), used to manage electronic and paper records.
- 2.4 The Records Coordinator will provide guidance, advice and tools to employees concerning the management of all records.

Records Maintenance

- 2.5 The District will provide adequate and appropriate space and tools – physical and virtual – to manage its records.
- 2.6 All records must be securely handled and store in a manner which maintains their integrity and authenticity.
- 2.7 The Records Coordinator manages District records once transferred to Corporate Services including, but not limited to, access, disposition and preservation.

Access

- 2.8 The District is committed to providing access through the routine release of records, where possible.
- 2.9 Access to records not covered by routine release is governed by the *Freedom of Information and Protection of Privacy Act*, as amended from time to time.

Disposition and Preservation

- 2.10 The retention schedule provides the legal basis for destroying records as outlined in *Policy 2001.1 Corporate Records Retention*.

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- 2.11 The District will permanently keep archival records containing historical or research value, and those required for legal, audit or reference purposes.
- 2.12 Access to these records will be determined by the Corporate Services Department, in order to protect copyright and privacy rights. Restrictions of a non-private nature must have an associated timeframe for release to the public.
- 2.13 Vital records will be preserved in a manner in accordance with disaster planning procedures.

RESPONSIBILITIES

- 1. The Chief Administrative Officer approves this policy.
- 2. Directors and Managers are responsible for ensuring their staff follows this Policy.
- 3. The Corporate Officer oversees and administers the management of records of all departments at the District of North Saanich, including updating the District’s records management policies, and approving disposition of records.
- 4. The Records Coordinator is the central authority for records management at the District and may establish, implement and communicate requirements, procedures, standards, guidelines, tools and best practices related to records management that must be followed by all departments.
- 5. Information Technology Services is responsible for providing IT infrastructure, IT support and oversees the technical aspects of the District’s records management software.
- 6. Employees must follow this policy.

DEFINITIONS

Access includes both disclosure of records under *FOIPPA* as a result of a request, and the routine release of records that contain information that is available to the public or to an individual.

Authenticity is the quality of being genuine, not counterfeit, and free from tampering, and is typically inferred from internal and external evidence, including its physical characteristics, structure, content, and context.

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A records **classification scheme** provides a structured numbering system for the purpose of facilitating retrieval and filing. Records are classified according to function and activity or subject based on business processes.

Corporate Officer means the Director of Corporate Services.

Corporate records refers to records that are collected, purchased, received, created or held by the District of North Saanich for the purpose of municipal business. Corporate records are maintained to meet statutory obligations or to sustain administrative or operational functions.

Disposition means disposal of records no longer needed for day-to-day operations by a department, through destruction, secure destruction, or transfer to the Corporate Services Department for permanent retention (archives).

Email is defined as any communication created, sent or received on an electronic mail system. This includes any attachments and all associated transmission and receipt data.

Integrity is the quality of being whole and unaltered through loss, tampering, or corruption.

Employee includes a person who is employed by the District, including volunteers, or service providers.

A **record (or official record)** includes books, documents, maps, drawings, photographs, letters, email, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise (*BC Interpretation Act, R.S.B.C. 1996, c. 238, s. 29*). In addition, these records include, but are not limited to: electronic information in the form of electronic mail (email); information stored on the Local/Shared Access Network (LAN/SAN); data in databases; and websites.

Records management is the application of systematic control of a records life cycle (distinct phases of a record's existence) of all forms of recorded information produced or acquired (received, collected, purchased) by the District of North Saanich in the conduct of its operations.

A **records retention** schedule is a prescribed timetable that governs, identifies and describes records, and provides instructions for the disposition of records throughout its life cycle.

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Vital records are those necessary to begin recovery of District business after a disaster; those which are necessary to protect assets, obligations and resources of the District, as well as its employees and citizens. Also known as essential records.

REFERENCES

Legislation

- Community Charter, S.B.C. 2003, c. 26
- Local Government Act, R.S.B.C. 1996, c.323
- Freedom of Information and Protection of Privacy Act, R.S.B.C. 1996, c. 165 Relevant

Statutes

- Evidence Act, R.S.B.C. 1996, c. 124
- Electronic Transactions Act, R.S.B.C. 2001, c. 10
- Document Disposal Act, R.S.B.C. 1996, c. 99
- Interpretation Act, R.S.B.C. 1996, c. 238
- Limitation Act, S.B.C. 2012, c. 13 Related

Policies and Bylaws

- Section 2001.1 Corporate Records Retention
- Section 2001.3 Scanning Policy
- Section 2002.1 Disclosure of Information from the Assessment Roll
- North Saanich Freedom of Information and Protection of Privacy Bylaw No. 1154 (2007), and all subsequent amendments

Standards

- ISO 15489, International Standard Information and Documentation – Records Management – Part 1 15489-1:2016
- Canadian General Standards Board, *Electronic Records as Documentary Evidence* (CAN/CGSB 72.34-2017)

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