AD18 – Inquiries & Requests for Information [DRAFT]

Records of inquiries and requests for information.

Content & Scope
Records documenting brief, limited duration, inquiries and requests for information from members of the University community, the public, and outside organizations. These inquiries are typically one-time interactions. Inquiries may be received via telephone, mail, email, social media, or in person.

This records class excludes records of more extensive interactions arising from the unit’s services and program implementation.

The records include inquiry logs, notes, responses, and related correspondence.

Related Records
For records of more extensive interactions relating to the unit’s functional responsibilities, see AD05 – Program Management, or a more specific records class (e.g., IM10 – Library Patrons for reference inquiries from Library patrons received by Library staff).

Responsible Unit
All units.

Privacy Classification
Confidential.

Retention
Minimum of 1 year and no more than 2 years after interaction completed (units must document the specific retention period within this range that they are using for their records).

Note: anonymized data on inquiries and requests for information may be retained until superseded or obsolete.

Disposition
Secure Destruction

Authority
Freedom of Information and Protection of Privacy Act, R.R.O. 1990, Reg. 460

Retention Rationale
The retention period is based on R.R.O. 1990, Reg. 460, s. 5 (1), which requires that "Personal information that has been used by an institution shall be retained by the institution for at least one year after use unless the individual to whom the information relates consents to its earlier disposal."
Under Review Date
28 March 2018