

Records Management Standard



Table of contents

Change History	2
1. Purpose, scope and Users	5
2. Compliance and exceptions	5
3. Objectives	5
4. Maintaining data integrity	6
5. Information transfer	6
5.1 Data protection requirements for external sharing	7
5.2 Agreements on information transfer	8
6. Operational requirements	8
7. Audit and accountability	9
8. Data archival and disposal	9
9. Records classification and labeling	9
9.1 Restricted data	10
9.1.1 Authentication information	11
9.1.2 Payment Card Information (PCI)	11
9.2 Personal data	11
9.2.1 Customer personal data	12
9.2.2 Electronic Protected Health Information (ePHI)	12
9.2.3 Personal Identifiable Information (PII)	13
9.3 Confidential data	13
9.3.1 Confidentiality agreements	13
9.4 Internal data	14
9.5 Public data	14
9.6 Data handling by classification	14
10. Data reclassification	17
10.1 Reclassification criteria	18
10.2 Authorization	18
11. Data retention	18
11.1 Data retention objectives	19
11.2 Archiving requirements	20
11.3 Destruction requirements	21
11.4 Exceptions to the retention period	22
11.5 Suspension of destruction upon notice of litigation/investigation	22

Internal Use



11.6 Data retention enforcement and incident reporting	22
11.7 Data/Information retention periods	23
12. Compliance and monitoring	23
13. Roles and responsibilities pertaining to this Standard	23
14. Definitions	27
15. Related documents	28
16. Validity and standard management	28