

# SHOULD YOU

# KEEP OR DELETE YOUR EMAIL MESSAGES?

Many email messages do not merit keeping because they have no business value or are only of temporary value. Let this guide help you distinguish between official and transitory emails.



START

IS IT RELATED TO YOUR  
JOB RESPONSIBILITIES?



### Examples

- Communication with stakeholder / client
- Project plan or deliverable
- Briefing as it relates to policy / legislation
- Approval of decision

YES

IS IT NEEDED TO SUPPORT  
BUSINESS ACTIVITIES?

### Examples

- Approvals
- Meeting minutes

YES

### Examples

- Lunch and coffee invite
- Birthday wishes and other recognition

NO

Are you the  
sender?

NO

Are you the  
recipient?

You were  
CC'ed

YES

Do you need to  
take action?

YES

Does it explain, justify  
or document an action  
or decision?

NO

YES

- ### Examples
- Approval / payment to take action
  - Direction on what action to take
  - Output of business process

OFFICIAL

File in  
appropriate  
folder, retention  
rules apply.



### Examples

- Department communication / announcement
- Meeting invite
- Vendor demo invitation
- Notification to approve training request

NO

NO

Is this message responsive  
to ongoing litigation or  
FOIP request?

NO

YES

TRANSITORY

Destroy when no  
longer needed.

