



Guidance **Sending Records to Off-site Storage**

Introduction

As there is limited space within the University in either offices or lockable cupboards, to retain records in accordance with the University's Records Retention Schedule, Governance Services have set up a contract with an off-site storage provider, Cintas Document Management.

Sending records to off-site storage is secure and there are no issues regarding confidentiality of data. All staff employed by Cintas Document Management are security checked and the University has ensured that all relevant security requirements are in place for the uplift, storage and retrieval of records.

How does it work?

The service is co-ordinated by the Governance Assistant in the first instance. In the event of the Governance Assistant being absent from the University, the Senior Governance Officer (Records Manager) or Governance Services Administrative Assistant will assist.

If you would like to make use of the service, please read this guidance document, and complete the 'request for archive boxes' form and send this to Governance Services. Should you need any additional information not provided here or on the Off-site Storage pages of the website please contact Governance Services who will be happy to assist.

Once your boxes have been taken off-site any requests for box retrieval should be sent to Governance Services (Governance Assistant in the first instance).

How much will it cost?

As of December 2014, it will cost £3.88 (incl. VAT) per annum per box for documents to be held off-site (dimensions circa 325mm (w) x 432mm (d) x 333mm (h), 1.65 cu feet storage within box).

A standard delivery and retrieval service is provided at a cost of £18.50 (incl. VAT) per uplift/drop off, plus £1.23 (incl. VAT) per box, boxes will be uplifted/delivered on a next day (if your request is with the company by 4pm).

An express retrieval service is available at a cost of £30.84 (incl. VAT) delivery charge plus £1.23 (incl. VAT) per box - this facility is only available for requests made to Cintas by 10.30am and would only be used where there is a genuine need for the records to be available the same day.

(please note that Governance Services will try, where possible, to send/retrieve boxes for more than 1 department at a time, this cuts down on delivery/collection charges).

All charges incurred will be cross-charged to your relevant department twice per year.

Any additional information on costs that may be incurred can be requested from Governance Services.

Can you live without them?

As sending records off site costs money, think carefully about how often you will need to refer to them and how soon they will need to be destroyed before you decide to send the records off site (refer to the University Records Retention Schedule or contact the University's Records Manager if you are uncertain about how long you need to keep the records).

As a general rule, records should only be sent off-site if there is a requirement to retain these for a minimum of 2 years, and regular access to the records is unlikely or not required. If you send records that you will need to access regularly to off-site storage there will be cost implications to consider. However, if you have records with less than a 2 year retention period which you are unlikely to need to access regularly, off-site storage can also be considered, particularly if they contain personal or sensitive information and you do not have sufficiently secure storage locally. As Cintas manage the records once they are off-site (track and advise when they are due for destruction) and provide confidential destruction you may wish to consider this option.

What boxes to use

Once it has been established that your records meet the criteria to be sent off-site, and you have completed the request for archive boxes form (available on the intranet) you will be provided with flat-pack boxes to fill. There is a charge of £2.88 per box - boxes are destroyed along with the records once the destruction date has been reached so these can't be reused.

Packing the records into boxes

To ensure that you know exactly which records have been sent off-site and which box to request back from Cintas in the future (if needed), you will be asked to complete an inventory spreadsheet showing the contents of each box along with the destruction date. Governance Services will supply you with a template inventory spreadsheet the first time you use this facility. This should be kept in a central location and should be kept up to date. Governance Services are happy to provide additional guidance on how to complete the inventory spreadsheet should this be required (please also see section further down this document, completing the Inventory Spreadsheet).

Completing the 'Request for Archive Boxes for off-site Storage' form

Please ensure complete all fields on this form are completed - if you are not clear on how to complete the form after reading this section, please contact Governance Services who will be able to advise.

Requested By (name) – The name of the person requesting the boxes should be put in here

Department/Faculty – The name of your department/faculty should be updated here.

Address – The room number and campus location of your office

Number of Boxes requested – How many boxes do you estimate you will require

Record type/series: (please complete a table for each different type of record to be sent off-site) *Is the record listed in the faculty/department retention schedule – you can answer yes or no, there is also a section to provide more information....* If your department does not have a retention schedule or the records you wish to send off-site do not appear on this please contact the Records Manager who will be able to assist.

If 'yes' please provide the series number - this should be the number relating to the documents you wish to send off-site, please complete this for each separate document type i.e. 6.2 and 12.3 will need to be updated in a separate table.

Does the retention period have a clearly defined trigger point e.g. contract termination date – please answer yes or no to this, if you don't know please contact the Records Manager for assistance.

Is the retention period more than 2 years – ideally records should only be sent off-site if they will be stored there for a minimum of 2 years to make this process cost effective.

If the retention period is less than 2 years is the purpose of off-site storage security for personal data and confidential destruction in due course - There may be occasions where the records do not need to be retained for 2 years, however they contain personal data and the department/faculty do not have the necessary space to retain these records onsite securely. It may be possible to come to an agreement that these records should be sent off-site. Please contact the Records Manager in the first instance to obtain agreement to send these records off-site.

Will you need to access the records regularly – If the answer to this is 'yes' then it would not be cost effective to send these records off-site. Only records that you won't need to be access regularly or at all should be sent off-site.

Completing the Inventory Spreadsheet

Make sure you complete all of the fields on the Inventory spreadsheet.

Barcode – This number is on the sticker you will be provided with by Governance Services (please see below), this should be updated in full exactly as it is shown on the sticker, including any zero's at the start, as this is the number used to retrieve/destroy boxes once they are off-site.

Department ID – This should be NAP followed by an abbreviation of the name of your school or department i.e. NAPSOC (School of Computing) or NAPSAS (Student & Academic Services).

BOX ID – Give the box a unique reference number, relevant to your team or department i.e. SOC01 (School of Computing, box 1).

Contents of Box – This should contain a clear explanation of what documents are contained within the box, for example 'Personnel files A-E, 1990-2003' or 'Module contents for 'module number' 'year' 'trimester'. It is not necessary to identify every record in the box on the inventory, just the records series description or a general description. If you and your colleagues are unable to understand the summary of contents in the future you may end up requesting the wrong box or having to request more than one box, which will incur additional costs.

Destruction Date – It is vital that the destruction date is noted on this sheet as once the records have been taken off site for storage it will be much harder to make decisions about retention and destruction. To find out for how long records should be kept look at the relevant 'Records retention schedule for your team, if you can't locate one or you are confused about how long the record should be kept please contact the Records Manager who will assist with this.

If the retention schedule recommends the records are retained permanently please put the date as 31/12/9999 which means these records will be retained off-site permanently - they will not be destroyed.

Make sure that all of the files or records in the box have the same destruction date as the contractor is only able to destroy boxes, they cannot search through boxes and destroy certain files.

Labelling the box

So that the contractor can identify your box when it arrives with them, Governance Services will send you some labels with your box number and department printed on them. Make sure you place the label on the smallest side of the box, as this is the side that will be visible when they are placed on the shelves. Never write any information on the box lid as this can be separated from the box itself and can't be seen when the boxes are placed on shelves.

Requesting boxes back from off-site storage

Should you need to retrieve a box from off-site storage please contact Governance Services (Governance Assistant in the first instance), you will need to provide the barcode number from the label as well as some detail about what is stored in the box, (from the inventory spreadsheet you hold) to ensure the correct box(s) are retrieved.

To ensure space for their return, the storage fee for the box is still paid whilst it is out of storage. If you wish to remove a box from storage permanently please let the Governance Services know when you are making the request (there is a charge for permanent withdrawals).

Returning boxes to off-site storage

Please make sure any files taken out of the boxes have been returned to the correct box. Contact Governance Services to advise that the box(s) are ready to be returned to off-site storage, giving the number of boxes, the collection address and any restrictions which might affect delivery. The Governance Services will then organise their collection.

Box Destruction

You will be contacted when your records are due for destruction and permission will be requested.