

RECORDS MANAGEMENT POLICY

This document is the parent policy for any college or divisional procedures. Questions regarding this policy are to be directed to the identified Policy Administrator.

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| Functional Category: | Operations |
| Approval Date: | April 5, 2017 |
| Effective Date: | April 5, 2017 |
| Policy Owner: | Vice President, External Affairs and Corporate Counsel |
| Policy Administrator: | Manager, Policies and Regulatory Compliance |

Objective:

NorQuest College (College) has an obligation to manage and control corporate records to support operational needs and legislative compliance.

Authority to establish this policy is derived from the [NorQuest College Board of Governor's Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the College's management and operation.

Policy:

All NorQuest officers and employees have a responsibility to ensure that the College records that they create and receive as part of their business role are complete, accurate, and managed effectively. Operational responsibility of records management rests with the Executive Heads and administrative heads of each portfolio.

All records, in any format, created, received, or maintained by College officers or employees in carrying out, supporting, or otherwise related to their duties or work are the property of the College and are subject to this policy, associated procedures, and associated guidelines. The College will manage all records in compliance with relevant legislation and regulatory requirements, standards, and best practices.

The College will manage records in its custody and control by:

- promoting effectiveness and efficiency in the creation, maintenance, access, storage, retrieval, and disposal of College records,
- supporting both protection of privacy and freedom of information services throughout the College,
- ensuring the integrity, authenticity, reliability, and usability of College records,
- ensuring that transitory and official records are maintained for appropriate retention periods according to legal, operational, and administrative requirements of the College,
- ensuring that records are promptly and securely disposed of once the retention periods have elapsed,
- ensuring sensitive records of the College are safeguarded,
- preserving and making available the permanent, archival records of College,
- ensuring the cost of maintaining records is controlled.

Records must be made

Records are to be created to document or facilitate the transactions of all business activities. Business processes are to be put in place to ensure that requirements to make records are documented and that systems are in place to facilitate the creation of records. All staff are to be made aware of their responsibilities to make records.

Records must be accurate

Records are to be created at the time or as soon as practicable after the event to which they relate. All records created by the College are to provide a correct reflection of what was done, communicated, or decided.

Records must be authentic

Records created or received by the College are to be routinely captured into an approved recordkeeping system and appropriate metadata created and captured, or otherwise associated with records.

Records must have integrity

Recordkeeping systems and storage facilities are designed and implemented to protect records from unauthorized access, alteration, deletion, or loss. Unauthorized access, alteration, or destruction of records is forbidden by College policy and practice. Migration of records from one system to another is to be controlled, documented and compliant with best practice.

Records must be accessible and useable

Records are to be linked to their business context, which includes records relating to the same business activity or transaction. The location and use of records is to be recorded and tracked. Records are to be accessible for as long as they are required and disposed of in accordance with College disposal procedures.

Records must be disposed of appropriately

Records must be disposed of in accordance with legislative requirements, policy, and recognized standards of best practice.

Definitions:

Accessibility: The availability and usability of information.

Accuracy: The degree to which data, information, documents, or records are precise, correct, truthful, free of error or distortion, or pertinent to the matter.

Authenticity: The trustworthiness of a record as a record: the quality of a record that is what it purports to be and that is free from tampering or corruption.

Integrity: The quality of being complete and unaltered in all essential respects.

Official Record: A complete, final, and authorized version of a record. Provides evidence of business transactions, is required by legislation, provides evidence of compliance with business requirements, and contributes to the building of NorQuest's memory for scientific, cultural, or historical purposes.

Record: Recorded information created, received, and maintained by an organization or individual in pursuance of its legal obligations or in the transaction of business. Means a record of information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produced records.

Transitory Record: Are records in any format that are of short-term value, with no further uses beyond their primary purpose.

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| Related Information: |
| Related Procedures: |
| Next Review Date: |
| Revision History: |

Trustworthiness: The accuracy, reliability and authenticity of a record.

Usability: The measurable quality of how usable a record or record system is.

Records Retention and Disposition Schedule
ISO 15489: 2001 Records Management – Part 1 and Part 2
Freedom of Information and Protection of Privacy Act

Physical Records Transfer and Retrieval Procedure
Physical Records Disposition Procedure

April 2021

December 2013: New
November 2014: Update for change in policy owner and administrator
April 2017: Update for more developed responsibilities and change in administrator