

Transitory Records and Short Term Retention and Disposal Schedule QDAN 720 v2 (Superseded)

Revision history

QDAN	Date of approval	Extent of revision
1	23 June 2015	Initial Schedule
2 (this version)	15 March 2016	Minor update
General Retention and Disposal Schedule (GRDS) (Current version)	1 September 2016	Incorporated into the General Retention and Disposal Schedule

TRANSITORY RECORDS AND RECORDS WITH A SHORT TERM RETENTION PERIOD:

Reference	Record Class	Disposal Action
720-01-001	<p>Administrative arrangements Records relating to administrative arrangements undertaken by agencies in the course of daily business.</p> <p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> • committee meeting arrangements • arrangements for staff attendance at training opportunities • invitations • event confirmations/registrations, contact, attendance and guest lists • seating plans • parking arrangements • bookings – venue, catering, photographer, equipment, accommodation, transport, speakers • running sheets and checklists • schedule of hire charges and service fees • lost and found property • raffle ticket stubs • media liaison – accreditations, organising interviews, distributing media releases and promotional marketing material • travel arrangements – including interstate and overseas work related travel (e.g. itineraries, passports, visas, determination of allowances, etc.) • moving premises – including inventories, <p>Excludes:</p> <ul style="list-style-type: none"> • <i>the planning and management of marketing campaigns</i> • <i>financial transactions – e.g. payment of allowances or expenses</i> • <i>travel authorisations for employees, members of governing bodies, etc.</i> • <i>training in hazardous substances</i> • <i>recruitment and employment programs</i> • <i>Ministerial submissions requesting travel approval</i> • <i>visit reports</i> • <i>course material for training programs, seminars and workshops</i> • <i>winning tickets and records relating to the winner.</i> 	Retain until business use ceases.

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	arrangements with removalists, etc. <ul style="list-style-type: none"> equipment and property booking forms. 	
720-01-002	<p><i>Appointment diaries, calendar entries and duty rosters</i> Records relating to scheduling meetings and organising and planning work during a given period.</p> <p><i>Examples (Records) may include, but are not limited to:</i></p> <ul style="list-style-type: none"> diaries calendars meeting appointments completed appointment log books duty roster. <p><i>Excludes:</i></p> <ul style="list-style-type: none"> <i>work diaries of Ministers, Assistant Ministers and Chief Executive Officers (or equivalent)</i> <i>diaries required for evidence of a particular function (e.g. police notebooks, transport inspector notebooks)</i> <i>diaries, calendars or rosters required as evidence of attendance.</i> 	Retain until business use ceases.
720-01-003	<p><i>Computer support</i> Records created to support the agency's computer systems including:</p> <ul style="list-style-type: none"> system output records required for checking and control purposes system back-ups. <p><i>Examples (Records) may include, but are not limited to:</i></p> <ul style="list-style-type: none"> transaction reports used for checking and control purposes reference copies of user manuals and similar documents superseded computer logs superseded or obsolete computing software test data backup summaries or system logs which are not used to show a history of access or change to data. <p><i>Excludes:</i></p> <ul style="list-style-type: none"> <i>master files and databases</i> <i>records which may be required as evidence of actions or decisions (e.g. audit trails and system, access and change logs)</i> <i>records created as part of formal reporting processes</i> <i>application specific data dictionaries.</i> 	Retain until business use ceases.

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720-01-004	<p>Copies Copies, in any format, of a master record where:</p> <ul style="list-style-type: none"> nothing has been added, annotated, changed or deleted; and the copies have been created, distributed, and used only for reference purposes. <p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> where an electronic version is the official record, system printouts, summaries or extracts, that are not part of regular reporting procedures where the paper version is the official record, unaltered electronic copies copies of records already captured into a corporate recordkeeping or business system (e.g. emails or documents in shared drives) reference copies of microfilm, microfiche, film, video etc copies of personal documents, acquired by the agency, which are not required on a continuing basis as evidence (e.g. copies of birth certificates) media reports relating to the agency and its activities. <p>Excludes:</p> <ul style="list-style-type: none"> cabinet papers copies of records relating to the production, drafting and distribution of agency publications records for which no master copy exists (e.g. film or video) carbon copies where the original is given to the client and the carbon copy becomes the departments evidential record copies of records, created externally to the agency, which have affected decision-making, policy or operations (e.g. whole-of-government directions). copies created during the migration of public records from one format, software configuration or system to another (e.g. digital copies/migrations of records that are intended to become the official records of the agency). 	Retain until business use ceases.
720-01-005	<p>Drafts, working notes and calculations Drafts, of any type of record and in any format, created as preliminary versions or outlines that:</p> <ul style="list-style-type: none"> do not contain significant or substantial changes or annotations that provide insight into the evolution of the final version created and used only for convenient reference. <p>Includes drafts which do not proceed to final records and working notes, calculations and research which have been incorporated into more substantial drafts or final documents.</p> <p>Examples (Records) may include, but are not limited to:</p>	Retain until business use ceases.

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	<ul style="list-style-type: none"> • drafts, audio recordings and shorthand notes used to prepare other documents • drafts which do not proceed and of which no final version is created • calculations, statistics or figures • personal meeting minutes where a formal record exists • editing of spelling and grammar where there are no other significant changes • background research • unused reference material • spreadsheets or word processing documents that have been incorporated into another document. 	<ul style="list-style-type: none"> • <i>drafts providing evidence of processes and/or significantly more information than final versions (e.g. drafts of policy development; legislation; contracts/agreements).</i> • <i>working papers/records of a project officer or investigative officer where they are the substantive record of the project or investigation</i> • <i>papers in an unofficial filing system, where a full record has not been maintained in a recordkeeping system</i> • <i>drafts required as evidence of decisions, reasons, actions or formal approvals</i> • <i>research conducted or commissioned by the agency to support its functions</i> • <i>records documenting the drafting process of an agency's publications (including annual reports).</i> 	
720-01-006	<p>External reference information</p> <p>Solicited and unsolicited information and items received by the agency from external sources and kept solely for reference. Includes responses acknowledging receipt of information/documents.</p> <p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> • advertising, promotional and marketing material offering goods or services • catalogues and price lists • unsolicited applications/resumes for employment • external publications • unsolicited email (spam) • media reports and press cuttings. 		<p>Retain until business use ceases.</p>
720-01-007	<p>Moveable property controls and stocktakes</p> <p>Records relating to the control and accessibility of moveable property, including safes and filing cabinets. Includes stocktakes.</p>		

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	<p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> • stock control records, including stock reconciliations and stocktake reports • asset stocktakes • collection stocktakes (e.g. library, museum, art gallery, etc.) • safe combination registers • key allocation registers. 	<p>Excludes:</p> <ul style="list-style-type: none"> • <i>reports of, and investigations into, security breaches.</i> • <i>hazardous chemical stocktakes</i> • <i>installation of security, safes, vaults and equipment.</i> 	Retain until business use ceases.
720-01-008	<p>Routine communication</p> <p>Routine communication of advice and information that is:</p> <ul style="list-style-type: none"> • readily available to the public, or • authorised for unlimited public access. <p>Includes:</p> <ul style="list-style-type: none"> • routine enquiries and suggestions • circulated information of low importance which requires no action from the recipient • routine promotional addresses made by agency employees regarding services or products • social media and instant messaging communications created for promotional or informational purposes. 		
	<p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> • contact and distribution lists • requests for changes to details (e.g. addresses) • letters of, and responses to, enquiries, complaints and suggestions • inappropriate referral letters, where no service is provided • letters of appreciation/sympathy • seasonal greetings 	<p>Excludes:</p> <ul style="list-style-type: none"> • <i>work health and safety accidents, incidents and complaints</i> • <i>employee grievance and misconduct complaints</i> • <i>enquiries, complaints, or suggestions which have policy or legal significance or require an investigation to be undertaken.</i> • <i>significant addresses made by Premier, portfolio Minister, Mayor, Councillors or senior agency officers at major occasions</i> 	Retain until business use ceases.

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	<ul style="list-style-type: none"> • social media and instant messaging posts (e.g. blogs and tweets) • requests for promotional material and copies of publications • invitations to sponsor, judge or nominate honours, awards or prizes which are not accepted • transitory messages, (e.g. telephone message slips, with compliments slips, etc). • listserv messages, emails and discussion threads • provision of routine information (e.g. opening hours) • external survey requests and responses • final speech notes and slides for routine addresses/presentations • audio or video recordings of employee addresses • development and distribution of promotional marketing materials • internal circulars, team newsletters, bulletins, etc. 	<ul style="list-style-type: none"> • <i>addresses which arouse substantial public interest or controversy</i> • <i>social media posts requiring further follow up action by the agency or where social media is a formal business channel used for service delivery or consultation</i> • <i>documents with a high level of sensitivity or accountability that should be covered in a core function schedule (e.g. cabinet documents)</i> • <i>distribution agreements</i> • <i>the planning and management of marketing campaigns.</i> 	
720-01-009	<p data-bbox="264 898 748 930"><i>Routine recordkeeping operations</i></p> <p data-bbox="264 943 2119 1007">Records relating to routine operation of the agency's recordkeeping programs and systems, including mail processing, file storage and retrieval and the maintenance of metadata in electronic systems. Also includes secondary control, processing or reference records (in all formats).</p> <p data-bbox="264 1038 898 1102"><i>Examples (Records) may include, but are not limited to:</i></p> <ul style="list-style-type: none"> • file census sheets • file movement cards or metadata (not showing the ultimate disposal of files) • file transit, location and requisition advice • reference or duplicate control records maintained at sub-registries or other elements of the agency (e.g. branches, sections, outposted employees) <p data-bbox="1025 1038 1167 1070"><i>Excludes:</i></p> <ul style="list-style-type: none"> • <i>master control records, including disposal documentation</i> • <i>intellectual control tools</i> • <i>secure document handling</i> • <i>relevant metadata elements specified in Appendix B and Appendix D of the Queensland recordkeeping metadata standard and guideline.</i> 		Retain until business use ceases.

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	<ul style="list-style-type: none"> reports generated from master control records workflow tracking systems, where the systems are not acting as a records management system registered, certified and hand-delivered mail documentation postage stamp, franking machine, postage meter registers or remittances file withdrawals or return to records storage providers or to Queensland State Archives metadata maintenance logs. 	
720-01-010	<p>Surveillance and recordings Closed circuit television (CCTV) surveillance and audio recordings created by the agency that have not been requested by investigative and law enforcement bodies.</p> <p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> (CCTV) security surveillance recordings (includes footage not extracted as evidence and which is overwritten as part of normal CCTV system operations) call centre recordings created to monitor service standards and quality. 	<p>Retain until business use ceases.</p>
720-02-011	<p>Cardholder data Cardholder data information captured as part of a financial transaction, including information processed, transmitted or stored in any form.</p> <p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> primary account number (PAN) (rendered 	<p>Retain until business use ceases.</p>

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	<p>unreadable)</p> <ul style="list-style-type: none"> • cardholder name • expiration date • service code. <p><i>NOTE: If you store these records, it must be in accordance with the <u>Payment Card Industry Data Security Standard (PCI DSS)</u>.</i></p> <p><i>See FINANCIAL MANAGEMENT in the General Retention and Disposal Schedule for records relating to payments received, and use of agency credit cards, and client authorisations to conduct financial transactions.</i></p>	<p><i>information when it is received.</i></p>
720-02-012	<p>Sensitive authentication data Sensitive authentication data received as part of a financial transaction.</p> <p>Examples (Records) may include, but are not limited to:</p> <ul style="list-style-type: none"> • card verification code or value (CAV2, CID, CVC2 or CVV2), which is the three or four digit number printed on the front or back of a payment card • magnetic stripe data (or equivalent on a chip), known as full track data • personal information number (PIN)/PIN block. <p><i>NOTE: In accordance with the requirements of the <u>Payment Card Industry Data Security Standard (PCI DSS)</u>, these records are NOT to be stored.</i></p> <p><i>See FINANCIAL MANAGEMENT in the General</i></p>	<p>Excludes:</p> <ul style="list-style-type: none"> • <i>nil exclusions</i> <p>Do not store or capture. Destroy received data immediately after transaction has been authorised.</p>

Reference	Record Class	Disposal Action
	<i>Retention and Disposal Schedule for records relating to payments received, and use of agency credit cards, and client authorisations to conduct financial transactions.</i>	

SUPERSEDED
DO NOT USE