

Function Category	Record Type	Description	Retention Period (Months)	Retention Measured from
Client Related Records	Responses to Proposals and Bids	Includes quotes, RFPs, responses, and other supporting records for bids that were awarded or rejected. Note: Retention measured from expiration or from termination.	48	Expiration
Client Related Records	Client Inquiries and Concerns	Questions, inquiries, and complaints brought by clients (that have not progressed to litigation).	48	Closed
Client Related Records	Supporting documentation for Contract Deliverables	Program management plans, scope documents detailing intended deliverables and expectations, schedules. This documentation includes client facing documents explaining scope on deliverables that is outside the contract document itself used to align expectations.	48	Expiration
Client Related Records	Competitor Responses to Proposals and Bids	Includes quotes, RFPs, responses, and other supporting records for bids that were acquired for competitive analysis purposes.	48	Received Date
Client Related Records	Order Forms	Order forms used for entry and verification	48	Creation
Client Related Records	Proof of Delivery of Deliverables/Contract Performance	Proof of Delivery of Deliverables/Contract Performance Marketing Collateral (i.e. Ads, marketing campaigns, promotions, and brochures.)	48	Contract termination
Marketing and Communication Records	Advertisement, Promotion Marketing Collateral		48	Life of IP
Marketing and Communication Records	Brand Strategy	Internal working records.	48	Creation
Legal Records	Copyright Registrations	Includes confirmation and certificate information from Library of Congress, TX Forms, and supporting documents.	Permanent	Creation
Marketing and Communication Records	Direct Mail	Targeted mailings.	48	Creation
Marketing and Communication Records	Intellectual Property Permission Requests: Use of	Request made by a third party to use Company intellectual property.	Permanent	Creation
Marketing and Communication Records	Intellectual Property Permission Requests: Use by	Requests made by Company to use others' intellectual property.	48	Term of Permission
Marketing and Communication Records	Mailing Lists	Company mailing lists, department maintained lists, and individual requests. May include clients, vendors, examinees, and other audiences of Company marketing materials. Keep current list only.	48	Current Only
Marketing and Communication Records	Marketing Research	Polls, surveys, analysis and reports.	48	Creation
Marketing and Communication Records	Publications	Customer focused publications	Permanent	
Marketing and Communication Records	Publications	Staff focused publications	48	From publication date
Marketing and Communication Records	Corporate branding artwork	Final artwork	Permanent	from date superseded
Marketing and Communication Records	Corporate branding artwork (preparation records)	Drafts	48	from date of final artwork
Marketing and Communication Records	Photographs and Videos and Release Forms	Photo/video either taken by or provided to the Company, and their related release forms. News releases, press releases, and video footage created by the Company	48	Creation
Marketing and Communication Records	Public Relations Records		48	Creation
Marketing and Communication Records	Non-Company Publications	Newsletters and annual reports from other organizations within the industry, for benchmarking.	48	Creation
Marketing and Communication Records	Trend Analysis	Benchmarking and trend analysis on Financial Trends, Strategic Metrics and/or Operational Trends.	48	Release Date
Marketing and Communication Records	Communication Records of Historical Value	Any communication record that is determined to be of historical value, such as: Photo/video either taken by or provided to company and their related release forms.	Permanent	Creation
Technology Records	Email Platform	Email Correspondence (12 months in production, 24 months in archive)	48	Creation
Technology Records	Messenger Platforms	Subject to time frame in such platform.	48	Creation
General Records	Customer Service Call Recordings	Customer Service calls recorded for the purpose of training and quality control.	48	Creation
General Records	Policies and Procedures	Corporate policies or procedures. Note: Current + 120 for prior version(s)	48	Superseded
Human Resources Records	Affirmative Action Files	Includes job descriptions, data collection and analysis, assessment reports, hiring benchmarks and utilization goal analyses, hiring metrics analyses and work force analyses.	48	Creation
Human Resources Records	Applicant and EEO Reports	Reports of vital statistics for applicants and team members.	48	Separation
Human Resources Records	Applicant Tracking	Employment applications, resumes, self-identification forms, applicant notes, job postings, recruiting records and reports.	48	Position is Filled
Human Resources Records	Background Check Releases: Applicants	Forms signed by applicants authorizing the Company to conduct background checks.	48	Hiring Decision
Human Resources Records	EEO Case File	Pertaining to litigation, including notes and individual interviews.	48	Closed
Human Resources Records	Employment Eligibility Verification: Those no longer employed	Federal form which documents verification of eligibility of employment in the united states (I-9s, visa/immigration). Note: The latter of 12 months after termination or 48 after date of hire.	48	Separation
Human Resources Records	Employment Eligibility Verification: Those currently employed	Federal form which documents verification of eligibility of employment in the united states (I-9s, visa/immigration). Note: The latter of 12 months after termination or 48 after date of hire	48	Date of Hire Effective Date of Nonimmigrant Visa Status
Human Resources Records	Public Access File	Documentation related to Labor Condition Application filing	48	
Engineering Records	Opt In/Opt Out/Restricted Records	Opt In/Opt Out/Restricted Data	48	
Engineering Records	Data: Client Owned	Data received from a client (via a method not classified as a test or survey) and report/product, data is returned to the client upon request.	Life Cycle (and in accordance with contract terms)	Expiration
Technology Records	Security Incident Responses	Related to security incidents both internal and external.	48	Closed
Technology Records	Service and Help Desk Orders	Help desk orders (e.g. jira, zendesk); Web page inquiries, updates, and modifications. Records summarizing the results of software and system functional and performance tests; specifications.	48	Closed
Technology Records	Software and Application Test Reports and Specifications		Life Cycle + 12	Life Time of System
Technology Records	Software Code	File containing coding instructions.	Permanent	Life of IP
Technology Records	Software Documentation	Software manuals and documentation	Permanent	Life Time of System
Technology Records	System Change Request	System change request submitted when the work required is maintenance of an existing application or system.	Life Cycle + 48	Closed
Technology Records	System Design, Requirements, and Schematics	File layouts and requirements.	Life Cycle + 48	Life Cycle of System
Technology Records	Tapes/Backup Data Records		Up to 24 months depending on system capability.	Date of creation.
Survey Records	MCO Survey	Written Survey Form	0	Current + 5 Prior Versions
Survey Records	MCO Survey Written Responses	Written Responses	48	Date of Survey Response
Product Records	Client Research	Client Research (EV)	48	Contract termination
Product Records	Client Research (Workpapers)	Workpapers for client research	48	Date of delivery of Research