

Strasbourg, 9 June 2015

DS/CommHR(2015)1

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# Retention and Disposal Schedule

## Office of the Commissioner for Human Rights

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### 1. Activities

The Commissioner for Human Rights is an independent institution within the Council of Europe, mandated to promote the awareness of and respect for human rights in 47 Council of Europe member states. On 7 May 1999, the Committee of Ministers adopted a resolution which instituted the office of the Commissioner and elaborated the Commissioner's mandate.

The activities of the Commissioner focus on three major, closely-related areas:

- Country work: visits to member states and dialogue with national authorities and civil society
- Thematic work: the Commissioner conducts thematic work on subjects that are central to the protection of human rights
- Awareness-raising activities

### 2. Explanatory notes

#### *Access*

In regards to access and declassification of official documents, the Commissioner applies the Resolution [Res\(2001\)6 on access to Council of Europe documents](#), adopted by the Committee of Ministers on 12 June 2001. Access to internal documents is specified in this schedule. Internal documents can be declassified after 30 years, with the exception of those containing personal information, such as person's name. Records can be made public only with the explicit consent of the person concerned or after appropriate treatment to remove such personal information.

The access confidential refers to the Office of the Commissioner, unless otherwise indicated.

#### *Abbreviations*

Abbreviations used:

- PR: Permanent Representation
- NHRS: National human rights structures

**3. Signatures**

	<b>Nom</b>	<b>Signature</b>	<b>Date</b>
Director of the Office of the Commissioner	Isil Gachet		
Archives correspondent	Muriel Dabiri		
Head of Information Management Division	Eva Sodomova		

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
<b>Establishing monitoring procedures and guidance</b>							
<b>RS010 Monitoring procedures and evaluation standards</b>							
<b>CommHR working methods for country work</b> Guidelines on preparation, implementation and follow-up of country visits and establishment of relevant documentation such as CommHR reports	Master	Word (collab. site)	Keep current		Confidential		n/a
- Annual editions	Master	Word (RMS)	2 years	Destruction	Confidential		Chrono- logically
			Final version: permanent	Preservation			
<b>Coordinating monitoring programmes</b>							
<b>RS010 General monitoring coordination records</b>							
<b>CommHR visit overview table</b> Cumulative table documenting the visits of the Commissioner to CoE member countries and Belarus since the beginning. Includes links to press releases or relevant web items.	Master	Word (collab. site)	Keep current		Confidential		n/a
- Annual editions	Master	Word (RMS)	2 years	Destruction	Confidential	As these are cumulative tables, earlier versions do not have to be kept.	Chrono- logically
			Final version: permanent	Preservation			
<b>Conducting monitoring instances</b>							

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
<b>RS005 Country or thematic background information</b>							
<b>Country factsheets / Thematic factsheets</b> Factsheets provide an overview of the situation of a country or major theme and are continuously updated. Include hyperlinks.	Master	Word (collab. site)	Keep current		Confidential	A version of the factsheet reflecting the situation at the moment of the visit is saved as record with CommHR visit preparation and follow-up records.	By country or theme
<b>Country and thematic background information</b> Thematic information of useful value for CommHR activities coming from the participation in external conferences or events, or other relations with external actors: - Documents received from external sources - Notes for the file - Relevant ECHR press releases	Master/ Copy	Word, PDF (collab. site)	Keep current		Confidential		By country or by theme
<b>Adviser country hand files</b> Reports received from actors in the country (NHRS, NGOs etc.)	Copy	Paper (Office of the adviser in charge)				Files will be handed to successor adviser.  Electronic master is kept with Country and thematic background information.	
<b>CommHR documentary collection</b> Comprises internal and external sources used as support for the	Master/ Copy	Paper (Documentalist's office), MS Access	Keep current		Confidential	Conversion to a SharePoint list (collaborative site) envisaged when MS	n/a

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
office's work. Described in an Access Database.		(CommHR shared drive )				Access no longer supported.	
<b>Country contacts</b> Contact details of actors in the country (NHRS, NGOs etc.) used for visit preparation and for report dissemination.	Master	SharePoint list (collab. site)	Keep current		Confidential		By country
<b>RS010 Specific monitoring preparation records</b>							
<b>CommHR visit preparation and follow-up records</b> Records documenting the preparation of a country visit of the Commissioner and the preparation of the subsequent report. May include: - Notification letter to PR and substantial related exchanges - Visit programme - Background paper - Country factsheet - Review of ECHR cases - Briefing notes for meetings - Preparatory mission reports - Adviser's commentary on the government's reply - Notes for the file	Master	E-mail, Word, PDF (RMS)	10 years	Review for useful information	Confidential		By country, then by year
<b>Visit preparation exchanges</b> Exchanges with the Ministries, NHRS, NGOs etc. in preparation of a visit to the country by the Commissioner	Master	E-mail, Word (Mailbox of adviser)	Until visit report is finalised	Destruction	Confidential		By country

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
<b>Transitory records related to conducting monitoring instances:</b> - Hand written notes from visit ----- - Practical information during the visit such as list of contacts	Master	Paper (Office of adviser)	Until the report is finalised	Destruction	Confidential		n/a
		E-mail, Word (Mailbox of adviser)	Until the visit is finalised				
<b>RS050 Monitoring reports</b>							
<b>CommHR continuous monitoring records</b> Records documenting the input of the continuous monitoring of a country usually prepared by adviser. May include: - Alert at the initiative of adviser - Relevant correspondence from external sources - Briefing notes for specific events	Master	E-mail, Word (PF)	5 years	Review for useful information	Confidential		By country
<b>CommHR country monitoring reports</b> Records documenting the outcome of a monitoring visit or monitoring the situation in the country. May include: - CommHR visit report - CommHR letter to authorities - Government's reply - Country specific observation, opinion or recommendation	Master	Word, PDF (RMS)	Permanent	Preservation	Public  Some documents are confidential.	Scanned letters are to be OCR'd.	By country  (If any observation, opinion or recommendation considers more than one country, links have to be created in RMS.)
<b>Conducting co-operation projects</b>							

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
<b>RS030 Co-operation project organising records</b>							
<b>CommHR co-operation project organising records</b> Records documenting the preparation and organisation of co-operation activities or projects targeting collaboration with and capacity-building of national human rights structures (e.g. ombudsmen), preventive mechanisms or defenders/activists, usually in form of meetings and conferences, seminars, workshops and roundtables. Covers activities organised by the Commissioner or his office, or organised by other stakeholders within the Council of Europe or beyond (e.g. joint programmes with EU). Includes financial reporting documents. <ul style="list-style-type: none"> <li>- Relevant exchanges with project stakeholders</li> <li>- Contract with contributor</li> <li>- Project plan</li> <li>- Budget plan</li> <li>- Invitations</li> <li>- Related correspondence</li> <li>- Background information</li> <li>- Financial reports</li> </ul>	Master	Word, PDF, E-mail (RMS)	10 years	Review for useful information	Confidential	Generic record series.	By activity or project
<b>RS090 Co-operation project substantial records</b>							
<b>CommHR co-operation project</b>	Master	Word (RMS)	30 years	Review for	Confidential		By activity or

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
<b>substantial records</b> Substantial records documenting the result and outcome of co-operation activities or projects targeting collaboration with and capacity-building of national human rights structures (e.g. ombudsmen), preventive mechanisms or defenders/activists, usually in form of meetings and conferences, seminars, workshops and roundtables. May include: <ul style="list-style-type: none"> <li>- Project description</li> <li>- Agenda/Programme</li> <li>- List of participants</li> <li>- Information documents</li> <li>- Final project report</li> </ul>				preservation	Some documents are public.		project
----- - Conclusions/Final report - Declaration			Permanent	Preservation			
<b>Promotion of standards and values</b>							
<b>Thematic and awareness-raising event organising records</b> Records documenting the preparation of conferences, events or seminars organised by CommHR. May include exchanges with participants (internal and external) such as: <ul style="list-style-type: none"> <li>- Invitation letters</li> <li>- Exchanges with participants</li> </ul>	Master	E-mail, Word (collab. site)	5 years	Destruction	Confidential		By conference



Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
- Relevant exchanges with CommHR							
<b>Thematic and awareness-raising event records</b> Records documenting the results and outcome of a conference, event or seminar organised by CommHR, either with a view of awareness-raising or capacity building. May include: <ul style="list-style-type: none"> <li>- Programme</li> <li>- List of speakers/participants</li> <li>- Speeches</li> <li>- Contributions/presentations</li> <li>- Conference/seminar reports</li> <li>- Conclusions of the conference</li> </ul>	Master	Word (RMS)	10 years	Review for preservation	Confidential  Some documents are public.	Generic record series.  Consent of participants for publication of the list of participants has to be obtained.	By event
<b>Thematic and awareness-raising reports</b> Records resulting from the Commissioner's thematic reporting, advising and awareness-raising activities. <ul style="list-style-type: none"> <li>- Thematic opinion or recommendation</li> </ul> <hr/> - Issue paper (original CommHR version)	Master	Word (RMS)	Permanent	Preservation	Public		By theme
					Confidential	Original version is confidential to avoid multiple versions of the report being available publicly.	
- Issue paper (published version)	Copy	PDF (RMS)  To be replaced by	5 years	Review of retention	Public	Issue papers are published via CoE publishing system. Master of the	

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
		Links (RMS)				published version is with DLOG. Until availability of DLOG master via RMS, a copy is kept by CommHR.	
<b>Managing ECHR proceedings</b>							
<b>Third party intervention records</b> Records documenting a third party intervention of the Commissioner before the European Court of Human Rights (ECHR). Intervention preparation records may include: - Official correspondence linked to the case between CommHR and ECHR - Speech for the hearing (before delivery) - Written observations and their ----- Appendices - Notes for the hearing - Background document	Master	Word (RMS)	Permanent	Preservation	Public	Records series ECHR proceedings available in RMS.  Documents partly held by the Court.  Video recording of the hearing kept by DC.	By court case
					Confidential		
<b>Managing CoE institutional relations</b>							
<b>CommHR statutory activity reports</b> Report submitted by the Commissioner to Committee of Ministers and Parliamentary Assembly: - Quarterly reports -----	Master	Word (RMS)	Permanent	Preservation	Public	Full series including sub-series can be accessed by SecCM staff for addition of metadata (Write access permission).	By type of report, then by year

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
- Annual reports (original CommHR version)	Master	Word (RMS)			Confidential	Original version is confidential to avoid multiple versions of the report being available publicly.	
- Annual reports (published version)	Copy	PDF (RMS) To be replaced by Links (RMS)	5 years	Review of retention	Public	Annual reports are published via CoE publishing system. Master of the published version is with DLOG. Until availability of DLOG master via RMS, a copy is kept by CommHR.	
- Printed versions of activity reports	Master/ Copy	Paper (Sec CommHR cupboard)	Permanent	Preservation	Public	Printed versions are normally copies with the exception of early reports published by DLOG which are not electronically available.	Chronologically
<b>Inter-institutional relations records</b> Records documenting the participation of the Commissioner in CoE events. May include: - Invitations - Speaking notes (bullet points) - Background notes - Related exchanges ----- - Speeches	Master	Word (PF)	5 years	Review for useful information	Confidential ----- Public		By year

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
<b>Managing relations with member states</b>							
<b>Commissioner's correspondence</b> Correspondence of Commissioner or Director with PR, national authorities, NGOs etc. documenting the dialogue with the country concerned. Include exchanges concerning a visit.	Master	Hybrid: E-mail (PF); Paper (Central Office)	5 years	Review for useful information	Confidential (Central Office)	Correspondence to be kept beyond 5 years has to be archived in RMS with relevant activity, such as CommHR visit preparation and follow-up records.	By country or by theme
<b>Complaints addressed to CommHR</b> Individual complaints addressed to the Commissioner in paper or via e-mail, and standard replies where applicable (depending on language, relevance etc.). Commissioner is not mandated to deal with these complaints.	Master	Hybrid: Paper (Commissioner assistant's office); E-mail (commissioner@coe.int mailbox or PF)	6 years	Destruction	Confidential	Kept only during the Commissioner's mandate.  Relevant information from these complaints is integrated, if useful, into Country factsheets / Thematic factsheets.	By year
Complaints supporting documents: - Templates for standard answers - Received complaints overview table (refers to paper complaints only).		Word (PF)	Keep current				
<b>External relations with non-member entities</b>							
<b>CommHR external relations supporting records</b> Records documenting the preparation and follow-up of relations of the Commissioner with other international organisations such as OSCE, UN, EU, including	Master	Word (RMS)	10 years	Destruction	Confidential	Generic records series.	By organisation

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
meetings. May include: - Preparatory notes - Notes for the file - Background information - Mission report - Substantial exchanges							
<b>CommHR conference and event participation records</b> Records documenting the participation of the Commissioner or Office members in events and conferences organised by other organisations. May include: - Speaking notes / Speeches - Conference reports - Notes for the file - Presentations - Mission reports ----- - Speeches of the Commissioner	Master	E-mail, Word (collab. site)	5 years	Review for useful information	Confidential	If the notes for the file are to be kept beyond 5 years, they will be filed with Thematic background information.	By year
		Word (RMS)	10 years		Public		
<b>Communication strategy development and planning</b>							
<b>CommHR communication plan</b> Output oriented planning of communication tasks	Master	Excel (collab. site)	Keep current		Confidential		n/a
<b>Media communication management</b>							
<b>CommHR media contacts</b> Contact details of journalists, for CommHR communication purpose ----- Previous versions Quarterly snapshots of the media contacts file	Master	Excel (collab. site)	Keep current		Confidential		n/a
		Excel (RMS)	10 years	Review for useful information		Chronologically	

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
<b>CommHR interview file</b> Synopsis providing an overview of interviews and statements	Master	Word (collab. site)	Keep current		Confidential		n/a
<b>Exchanges with media</b> Exchanges with media on CommHR activities related news. May include cover email, briefing, report summary, ad hoc data, series of questions etc.	Master	E-mail (PF)	1 year	Destruction	Confidential		By year, then by theme
<b>CommHR tweets</b> Commissioner's communication on Twitter (twitter.com/CommissionerHR), captured in an export file from twitonomy on a yearly basis.	Master	Excel (PF)	5 years	Destruction	Confidential		n/a
<b>Media monitoring and analysis</b>							
<b>Press reviews</b> Regular reviews of CommHR coverage in the media concerning press clippings and TV interviews (links to TV site).	Master	Word (RMS)	10 years	Review for useful information	Confidential	Generic records series	Chronologically
<b>Managing publications</b>							
<b>CommHR awareness raising material</b> Material conceived specifically for the CommHR, such as leaflets and brochures.	Copy	PDF (RMS)  To be replaced by Links (RMS)	5 years	Review of retention	Public	Generic record series. Master is with DLOG. Until availability of DLOG master via RMS, a copy is kept by CommHR.	By theme
<b>CommHR video recordings</b> Videos documenting the activities	Copy	DVD (Communica-	Keep until access to	Destruction	Confidential	Master with DC, also of external productions	Chronologically

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
of the Commissioner including interviews; covers rushes and edited video productions.		tion adviser's office)	master is ensured			(e.g. "Commissioner in action"). Extracts published on YouTube.	
<b>CommHR audio recordings</b> Sound recordings documenting the activities of the Commissioner. Include interviews and edited productions, produced internally and externally.	Master/ Copy	MP3 (collab. site)	Keep until included in a future DAM	Review for useful information	Confidential	Selected recordings are published on CommHR website.	Chronologically
<b>CommHR photos</b> Photos documenting activities of the Commissioner that are not included in the DC database (commissioned to external photographers).	Master	JPEG (PF, Shared drive)	Keep until inclusion in CoE photo database	Review for useful information	Confidential	Masters of photos created in-house are with DC. Selected photos are published on CommHR website.	Chronologically
<b>Web management</b>							
<b>CommHR Website</b> CommHR section on Council of Europe website, consisting of web pages	Master	Electronic (Liferay)	Keep current		Public	Archiving via Archive-IT	Web content structure
<b>Internal procedures development</b>							
<b>CommHR internal rules and procedures</b> Internal rules and procedures such as HR manual, financial manual in force at the Office of the CommHR.	Master	Word (collab. site)	Keep current		Confidential	Generic series	n/a
<b>Work planning</b>							

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
<b>Commissioner yearly planning</b> Planning of all events, including visits which concern the Commissioner HR. Is updated during the year.	Master	Word (collab. site)	Keep current		Confidential		n/a
- Annual versions Final version of the end of the year	Master	(Word) RMS	10 years	Review for useful information	Confidential		Chrono- logically
<b>CommHR Central Office calendars</b> Weekly exports of the Commissioner and the Director's calendars in Outlook.	Master	PDF (RMS)	10 years	Review for useful information	Confidential (Central Office)		Chrono- logically
<b>Management and activity reporting</b>							
<b>CommHR contributions to joint reports</b> Contributions prepared by the CommHR to reports initiated by other entities (e.g. SG) reports such as CoE activity reports or Audit reports. As they might be taken on in abridged or edited form, these original versions are kept for re-use.	Master	Word (PF)	5 years	Destruction	Confidential		By year
<b>Conducting staff and management meetings</b>							
<b>Internal meeting records</b> Records documenting CommHR internal meetings such as staff meetings, DD meetings, etc. Includes internal brainstorming	Master	Word (collab. site)	5 years	Review for useful information	Confidential		By meeting type



Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
events and retreats. ----- - Records documenting CommHR Management Group meetings (MGM).					Confidential (Managers)		
<b>Document management</b>							
<b>CommHR documents registers</b> Registers of CommHR documents, organised by document reference. Covers CommHR referenced documents and speeches of the Commissioner. ----- - Annual editions	Master	Word (PF)	Keep current		Confidential		n/a
			2 years	Destruction			
			Final version: permanent	Preservation			
<b>Procurement</b>							
<b>Procurement accounting records</b> Records documenting procurement activities of the CommHR. May include: - Yearly declarations of interest in the context of procurement - Specifications - Request for proposals - Unsuccessful proposals - Proposal analysis ----- - Successful proposal including promise of sale - Consultant selection sheet	Master / Copy	Hybrid: Paper (Financial assistant's office) and Word, E-mail, PDF (RMS)	10 years after finalisation of purchase or termination of contract.	Destruction	Confidential		By year then by nature of purchase

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
- Purchase approval - Orders/Contracts - Contract amendments/waivers - Invoices - Acceptances of work - Authorisations of payment - Consultant evaluation sheet							
<b>Expenditure management</b>							
<b>Mission and travel reimbursement records</b> - Mission orders - Invoices linked to missions	Master	GDD application	10 years	Destruction	Confidential	Shared with DPFL	n/a
<b>Fixed assets management</b>							
<b>CommHR inventories</b> Inventories of fixed assets established by CommHR at the request of DPFL.	Master	Excel (PF)	5 years	Destruction	Confidential		Chrono- logically
<b>Financial reporting</b>							
<b>Voluntary contribution master table</b> Overview table of voluntary contributions (VC) received by external contributors for specific projects or activities. ----- - Annual version of VC table	Master	Excel (collab. site)	Keep current		Confidential	As these are cumulative tables, earlier versions do not have to be kept.	n/a
		Excel (RMS)	2 years	Destruction			
<b>Financial control</b>							

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classification level	Notes / Rationale	Folder structure
<b>Financial authority documentation</b> Yearly delegation of financial authority and responsibility to CommHR and signatures of staff with financial functions.	Master	PDF (RMS)	10 years	Destruction	Confidential		Chronologically
<b>Recruitment and career management</b>							
<b>Recruitment records</b> Records documenting internal and external recruitment of CommHR staff. May include: - Copies of application files including CVs - Interview records - Vacancy notices - CommHR Recommendation - Decision of the Appointment Board ----- - Evaluation table	Master / Copy	Hybrid: Word, E-mail (PF), Paper (HR correspondent's office)	2 months after the vacancy is actually filed	Destruction	Confidential (Central Office)	All paper copies of application files have to be returned to DHR for secure destruction.	By vacancy
			2 years				
<b>Unsolicited applications</b> Spontaneous applications including CVs (i.e. not referring to a vacancy announcement).	Master	Word (PF)	2 years	Destruction	Confidential (Central Office)	The applicant has to be informed and given the possibility to object to the retention. If person is hired, CV will be sent to DRH.	By year
<b>Secondment records</b> Records documenting the secondment of nationals of member states to CommHR. Include exchanges with PR and DRH.	Master	Word, E-mail, PDF (PF)	2 years	Destruction	Confidential (Central Office)		By year

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
<b>Staff training and development</b>							
<b>CommHR staff training material</b> Support material used for CommHR staff training on various matters (e.g. how to secure communication, facilitate communication, improve meeting participation) organised by CommHR. May include guidelines and training material.	Master	Word, PPT, E-mail (PF)	5 years	Review for useful information	Confidential		By theme
<b>Staff contract management / Remuneration and allowances management</b>							
<b>Staff issues follow-up records</b> Staff records which are needed at CommHR level. May include: <ul style="list-style-type: none"> <li>- Reference letters</li> <li>- Decisions ad personam (AP)</li> <li>- Records linked to compensation for overtime/mission time</li> <li>- Staff requests such as for partial time, sabbatical leave, etc., and subsequent exchanges and memos.</li> </ul>	Master / Copy	Word, E-mail (PF), Electronic (MSA)	5 years	Destruction	Confidential (Central Office) shared with DHR		By staff member
<b>Staff overview records</b> Records regrouping HR information at CommHR. May include: <ul style="list-style-type: none"> <li>- Staff salary cost tables</li> <li>- Official exchanges with DHR on cost tables (validation etc.)</li> <li>- PeopleSoft reports to create statistics</li> </ul>	Master	Word, Excel (PF)	Keep current		Confidential (Central Office), shared with DHR		By year

Series: title, description	Master/ Copy	Medium, format & storage	Retention period	Disposition	Access classi- fication level	Notes / Rationale	Folder structure
- Staff lists by grade, gender, etc.							
<b>Monitoring staff absence</b>							
<b>Absence tables</b> - General absence tables - Sick leave tables	Master	Excel (PF)	N + 1 year	Destruction	Confidential (Central Office)		Chrono- logically
<b>Notifications of absence</b> Messages by staff to inform on absence or leave	Master / Copy	E-mail (PF)	Keep until the end of the year	Destruction	Confidential (Central Office)		By type of absence, then by month
<b>Traineeship management</b>							
<b>Traineeship records</b> CommHR records covering official and non-official trainings.	Master / Copy	Word, E-mail, (PF)	2 years	Destruction	Confidential (Central Office)		By year
<b>Transitory records related to human resources management</b>							
<b>Exchanges with DHR</b> Exchanges that are not filed elsewhere. Include HR Correspondents meeting minutes.	Master / Copy	E-mail (HR correspond- ent's mailbox)	5 years	Destruction	Confidential (Central Office)		By year
<b>Provision of information services</b>							
<b>Information request records</b> External requests for information addressed to CommHR and replies.	Master	E-mail (commissione r@coe.int mailbox)	1 year	Destruction	Confidential	Requests might be forwarded to advisors. Relevant information to be filed with CommHR continuous monitoring records	Chrono- logically