

# Information Management

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## 1.0 Purpose

This policy guides and directs the creation and management of information to ensure trusted information that is well-described, stored in known locations and accessible when needed, whilst complying with legislative requirements.

This policy is supported by the Information Management Procedure and is part of the Information Governance and Management Framework.

## 2.0 Scope

This policy applies to staff, University Council members, University associates, Griffith controlled entities, visitors, adjunct appointees, service providers, contractors and volunteers, while conducting business or activities on behalf of the University, and managing or creating Griffith information or records. The policy does not apply to students.

This policy applies to records and information in all formats, including both digital and physical records, created, received and used in the conduct of University business. This includes, but is not limited to, student files, staff files, correspondence, business email, administrative files, financial records, research management and minutes of meetings of University committees or boards.

The policy covers all business applications used to create, manage and store information, including the official information management systems, email, websites, social media applications, databases and business information systems. This policy covers information created and managed on-premises and off-site.

## 3.0 Policy Statement

### 3.1 Information Management Commitment

#### 3.1.1

The University recognises that information is an important asset and is committed to establishing and maintaining information and records management practices that meet its business needs, accountability requirements and stakeholder expectations.

#### 3.1.2

The University acknowledges that:

- information is a corporate asset.

- high quality information is vital both for ongoing operations and in providing evidence of business decisions, activities and transactions.
- information and records created or received during the course of business are owned by the University unless otherwise agreed.
- information practices are bound by relevant information-related legislative requirements (refer to the Information Governance and Management Framework) and the University is committed to creating and keeping accurate and reliable information to meet these obligations.

### **3.1.3**

To strengthen its information and records management practices, Griffith will:

- comply with records and information management requirements in laws, regulations, contracts and agreements applicable to its operations.
- adhere to relevant best practices and standards where possible.
- establish and maintain records and information management guidelines and procedures.

### **3.1.4**

Information management practices are aligned to the Information Management lifecycle:

- Plan, design and monitor
- Create, capture and classify
- Share, reuse and discover
- Manage and maintain
- Store and secure
- Retain and archive
- Dispose and destroy.

In addition to the principles guiding each stage of the Information Management lifecycle set out below, further detail can be found on each of these lifecycle stages in the Information Management Procedure.

## **3.2 Plan, design and monitor**

### **3.2.1 Identifying records**

Records will be identified through alignment with the functions that University records serve, as outlined in the Information Management Procedure. This Procedure also outlines those documents that are not classified as University records. In accordance with its obligations, the University will

identify, manage and create complete and reliable records relating to interactions with vulnerable persons to ensure the proactive protection of vulnerable persons and so that appropriate records are available to support legal claims and redress applications.

### **3.2.2 Information and records management program**

As part of the information and records management program the University will create and maintain an information and records suite of policies and procedures, and ensure it has skilled people and appropriate technology and systems required to manage records and information. The program will be monitored and evaluated to provide continuous improvement and assurance that the needs of the University and regulatory requirements are met. This will align with the requirements of the Queensland State Archives.

Information and records management requirements must inform the development and implementation of corporate information systems, the business processes for those systems, and any subsequent changes to those systems and processes.

## **3.3 Create, capture and classify**

### **3.3.1 Identifying records**

Administrative records must be created as soon as possible to document an event, decision or action that is part of the University's business, which encompasses all forms of its teaching and learning, research, engagement, organisational, commercial and cultural activities. Corporate information and records must be captured and should provide reliable and accurate evidence of business decisions and actions. A full and accurate University record will show what occurred, when it occurred, how it occurred and who participated.

### **3.3.2 Information classification**

Information will be classified in line with the Information Security Classification Procedure and protective markings applied where required.

Records captured in the University's records management system will be classified using the Griffith University Business Classification Scheme.

## **3.4 Share, reuse and discover**

### **3.4.1 Information access and use**

Staff will have timely access to information required to undertake their official duties.

### **3.4.2 Information sharing**

People covered by this policy with access to Griffith's networks and services will not provide or share University records or information not available in the public domain with other parties unless authorised.

Where possible, staff should share documents using links rather than attachments to promote a single source of truth, reduce duplication and promote revocation of access when necessary.

### **3.4.3 Information discovery**

The University will maintain procedures for responding to requests for information from the public. Refer to the Right to Information website.

## **3.5 Manage and maintain**

### **3.5.1 Management of university records and information**

The University will maintain and manage records in its custody or under its control, with appropriate preservation measures applied so they remain accessible and usable throughout their lifecycle.

### **3.5.2 Decommissioning business systems**

Decommissioning of business systems must account for retention and disposal requirements of information contained in the system, including application log files, in line with Retention and Disposal Schedules.

### **3.5.3 Digital continuity**

Records and information migration and conversion processes, including software upgrades, must be planned, documented and tested to ensure that any University records that are migrated and or converted remain accurate, reliable, useable and that metadata remains associated with records.

### **3.5.4 Disaster recovery**

Disaster recovery plans for both physical and digital information assets will be maintained to minimise the loss of information/records in the event of a disaster.

## **3.6 Store and secure**

### **3.6.1 Storage of University information/records**

Staff will ensure that both digital and physical records are stored in a way that is commensurate with the information security risk.

Both physical security and environmental control measures will be implemented and monitored for physical on-campus storage locations to maintain the integrity and security of records.

## **3.7 Retain and archive**

### **3.7.1 Retention**

Records must be retained for the minimum legal retention periods as specified in the relevant Retention and Disposal Schedules issued by Queensland State Archives under the *Public Records Act 2023*. Any additional retention requirements specified or implied in other legislation must also be satisfied.

Longer than legally required retention periods may apply to some records based on business needs, where they contribute to the corporate memory or history (refer section 3.6.2), where there is significant public or community interest, or controversy, not specifically covered by relevant

Retention and Disposal Schedules, or where there is a contractual obligation to do so. Such additional retention periods will be approved by Information Management.

### **3.7.2 University archives**

Decisions relating to the permanent retention of records in the Griffith Archive for the purpose of preserving the University's corporate memory will be based on an appraisal of the records in line with the Collection Statement for the Griffith Archive.

## **3.8 Dispose and destroy**

### **3.8.1 Destruction**

Disposal of records must be authorised by the delegated authority, secure, timely and documented to support compliance with the *Public Records Act 2023*. Refer to the Retention and Disposal Guide.

### **3.8.2 Standing disposal endorsements**

Standing Disposal Endorsements enable University staff to dispose of defined categories of records without having to seek further signed authorisation. The Head of Information Management and Solutions assesses the eligibility criteria and documents the conditions of use. Evidence of records being disposed of under a Standing Endorsement must be documented.

Standing Endorsements are reviewed annually by the Head of Information Management & Solutions.

### **3.8.3 Digitisation of original hardcopy records**

Some records may be eligible for early disposal if the original hardcopy records are digitised. The digital record is then used as the official University record. Information Management will provide advice on the requirements which must be met for these records to maintain their integrity and authenticity and before the original physical records can be disposed of.

### **3.8.4 Transfer of custody**

Decisions related to the transfer of custody of permanent retention records to Queensland State Archives will be based on the appraisal of records in line with relevant Retention and Disposal Schedules. Refer to the Information Management Procedure.

## 4.0 Roles, responsibilities and delegations

ROLE	RESPONSIBILITY
Vice Chancellor	As Chief Executive Officer, is responsible for ensuring that the management of the University's records and information complies with legislative and regulatory requirements.
Chief Digital Officer	Formal delegated authority from the Vice Chancellor for matters related to the management of the University's records and compliance with legislative and regulatory requirements.
Information Custodian	<p>Under the direction of the Head of Information Management and Solutions, informs the development and implementation of records and information management policies and procedures to ensure compliance with legislative and regulatory requirements including the Queensland State Archives' Records Governance Policy and disposal fereezes issued by the State Archivist.</p> <p>Authorises the disposal of University records.</p> <p>Administers user accounts and the Business Classification Scheme in the records management system.</p> <p>Provides education and trains University staff in records and information management practices and the use of the records management system.</p> <p>Assesses and documents business and information systems for compliance with in-place records management requirements.</p> <p>Provides advice and assistance in relation to records and information management enquiries.</p> <p>Details evidence of activities associated with the management of University records and compliance with the <i>Public Records Act 2002</i> in the University's Annual Report.</p>
Archive Officer	Manages the University archives including decisions about the acceptance of items into the Griffith Archive collection.
All Staff	<p>Responsible for creating, capturing, using, retaining and disposing of University information in accordance with this policy and related procedures.</p> <p>Required to familiarise themselves with their records management obligations and responsibilities.</p>

Personally accountable for the correct management and use of University records and information in the course of performing their assigned duties.

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## 5.0 Definitions

For the purposes of this policy and related policy documents, the following definitions apply:

**Business Classification Scheme (BCS)** refers to a conceptual model of business activities, which identifies business functions and their associated activities and transactions.

**Data** refers to raw, unorganised facts such as numerical figures, words or characters. This term may occasionally be used interchangeably with the term 'information'.

**Digital continuity** means the maintenance of digital information in such a way that the information is preserved, and will continue to be accessible, for as long as required despite changes in digital technology.

**Digitisation** is the practice of creating digital images from paper documents and other physical media by such means as scanning or digital photography

**Disposal freeze** refers to the temporary cessation of the destruction of public records in relation to a specific topic or event, as issued by the State Archivist.

**Early disposal (or early destruction)** refers to the practice of destroying original paper records after digitisation and before the authorised retention period for that class of record has expired.

**Ephemeral record or information** means information of short-term temporary value, and which is not required to be registered into a public authority's recordkeeping system; these are essentially non-records.

**Information** refers to a combination of data elements which is processed, structured, or presented in a given context to make it meaningful and useful. This term may occasionally be used interchangeably with the term 'data'.

**Information Custodian** refers to the position responsible for defining and implementing safeguards to ensure the protection of information in their information sub-domain in accordance with approved policies, procedures and rules.

**Legal hold** refers to a process used to preserve all forms of potentially relevant information when litigation is pending or reasonably anticipated, regardless of the usual retention period relevant to these records.

**Metadata** means data that provides context or additional information about a record or document.

**Retention and Disposal Schedule** is a document issued by the State Archivist which (a) defines the status, retention period, disposal triggers and disposal actions of public records, and (b) authorises the disposal of public records.

**University record** refers to any form of recorded information, received or created, that is of historical significance to the University, or which provides evidence of the decisions and actions of the University while undertaking its business activities. Records in the University's control include:

- any records created or received in the course of normal University business activity
- any records inherited or transferred to the University as a part of an amalgamation process with a 3<sup>rd</sup> party institution or as specified in legislation
- any records created or received on its behalf (e.g., when outsourcing functions or activities).

**Vulnerable persons** refers to:

- a child or children
- an individual aged 18 years and above who is or may be unable to take care of themselves or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.

## 6.0 Information

Title	Information Management Policy
Document number	2025/0001028
Purpose	<p>This policy guides and directs the creation and management of information to ensure trusted information that is well-described, stored in known locations and accessible when needed, whilst complying with legislative requirements.</p> <p>This policy is supported by the Information Management Procedure and is part of the Information Governance and Management Framework.</p>
Audience	Staff
Category	Operational
Subcategory	Information Management
UN Sustainable Development Goals (SDGs)	<p>This document aligns with Sustainable Development Goal:</p> <p>16: Peace, Justice and Strong Institutions</p>
Approval date	10 April 2025
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Review date	2028



Policy advisor	Head of Information Management and Solutions, Digital Solutions
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Approving authority	Chief Operating Officer
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## 7.0 Related Policy Documents and Supporting Documents

Legislation	<i>Public Records Act 2023</i> (Qld) Queensland State Archives Records Governance Policy
Policy	Information Management Procedure Information Security Classification Procedures
Procedures	Collection Statement for the Griffith Archive Collection Statement for Griffith Research Online Information Management Procedure Information Security Classification Procedure Managing records related to vulnerable people (Griffith staff only) Retention and Disposal Guide
Local Protocol	Griffith Right to Information website Information Governance and Management Framework
Forms	N/A