

Digital documents and right to information



Social media accounts

Contain agency documents if:

- your agency operates it as an official account
- you operate it in your official capacity as an officer of an agency

This includes all content in the account, such as:

- chats
- direct messages
- private, restricted or draft posts
- lists of users that have 'liked' posts, lists of blocked users, and search history.



Text messages

Are agency documents if they are stored on:

- a personally owned device and you sent or received the message while acting in your official capacity
- an agency owned device, regardless of the message's content.



BYOD text messages

Are agency documents if you use your own device for agency business under your agency's 'bring your own device' policy.

Any content created, sent or received in your role as an officer will be treated the same as if it was an agency owned device.



Emails

Are agency documents if you receive emails in an official capacity or conduct official business, even if you use a private email account.

This includes webmail accounts (for example, Gmail or Hotmail) and email downloaded through a home email program. All official emails should be sent using official email accounts to support good recordkeeping for open, transparent and accountable government and a requirement for many agency sectors.



How do you save online and on-phone documents?

If these documents are created, you must ensure they are saved.

You can save these documents by:

- screenshotting
- printing
- exporting social media
- downloading text messages.



Remember! Any information that you create in your capacity as an employee is a document of the agency for the purpose of RTI.