



1. Introduction

C-TAC is committed to efficient and secure record management to ensure the integrity, confidentiality, and accessibility of our organisational records. This Record Management Policy outlines our approach to managing these records in compliance with legal and regulatory requirements.

2. Purpose

The purpose of this policy is to:

- Establish standards and procedures for managing C-TAC's records.
- Ensure the security, confidentiality, and proper disposal of records.
- Comply with applicable legal, regulatory, and ethical obligations.

3. Scope

This policy applies to all records created, received, maintained, and disposed of by C-TAC, regardless of format.

4. Principles of Record Management

- **Accountability:** All staff are responsible for managing records in their possession.
- **Integrity:** Records are maintained in a reliable and accurate manner.
- **Protection:** Records are protected from unauthorised access, alteration, and destruction.
- **Retention:** Records are retained as per legal and operational requirements.
- **Disposal:** Records are disposed of securely and in accordance with legal obligations.



5. Roles and Responsibilities

5.1 Management Responsibility

- Senior management are responsible for endorsing and supporting the implementation of this policy.
- Designated management members are responsible for ensuring compliance within their departments.

5.2 Record Management Officer

- A Record Management Officer (RMO) is appointed to oversee the overall record management strategy, ensuring compliance and effective implementation across C-TAC. The Director of Training will be the designated (RMO)

5.3 Staff Responsibilities

- All staff are responsible for adhering to record management practices as part of their daily duties.
- Staff must ensure that records in their possession are handled in accordance with this policy.

6. Record Creation and Maintenance

- Records are created and maintained to accurately reflect business transactions.
- A standardized format is used for records to ensure consistency.

7. Access and Confidentiality

- Access to records is controlled and restricted to authorized personnel.
- Confidentiality of sensitive information is maintained at all times.



8. Storage and Preservation

- Records are stored in a secure and environmentally controlled environment.
- Digital records are backed up regularly to prevent data loss.

9. Retention and Disposal

- A retention schedule is established, specifying the duration for which different types of records are to be kept.
- Records are disposed of securely and in a manner that ensures confidentiality is not compromised.

10. Compliance and Auditing

- Regular audits are conducted to ensure compliance with this policy and relevant laws.
- Any non-compliance identified is addressed promptly and effectively.

11. Training and Awareness

- Staff are trained on record management practices and their responsibilities under this policy.
- Awareness of the importance of record management is promoted throughout the organisation.

12. Policy Review and Update

- This policy will be reviewed annually or as required to ensure its continued relevance and effectiveness.
- Changes to legal and regulatory requirements are monitored and reflected in policy updates.