

Cemex Global Data Retention Policy - Support FAQ

What is the Cemex Global Data Retention Policy?

The purpose of this Policy is to procure effective data management through the retention of essential data as a comprehensive strategy to reduce the amount of unnecessary, redundant, and outdated data.

This Policy establishes general guidelines on how, when, and where to manage and/or minimize data storage in a consistent manner to meet the purpose outlined in this Policy.

For whom is this Policy applicable?

Compliance with this Policy is mandatory for **all** Employees. To the extent applicable, this Policy is also mandatory for external consultants and any other person that has access to Cemex Group's computers, networks, and data owned or managed by the Cemex Group.

When does it come into effect?

This Policy becomes effective in the UK on 2nd February 2026 and is available on MyCemex in the Policy Center. **Any email that is not tagged will be automatically deleted 180 days after its creation date, which is the date on which the email was sent or received. You therefore need to tag all your emails, which are older than 180 days, BEFORE the 2nd February.**

What does this Policy entail?

You are responsible for periodically reviewing your emails and determining which ones fall under the **Legal Retention** category and which emails fall under the **Voluntary Retention** categories. Once identified, you must the corresponding tag, either the Legal Retention or the Voluntary Retention Tag, to the emails you required or wish to retain. You should avoid applying retention tags to messages that are not necessary to retain.

How you can determine the appropriate data retention period for different types of information?

All Cemex emails (included both in main folders and all subfolders) should be primarily categorised into **2 main classifications** which have their own specific retention period and Retention Tag, which are as follows:

- **Legal Retention (10 years):** For emails that, by legal requirement, must be retained in accordance with each country's General Framework.
- **Voluntary Retention (5 years):** For emails that you wish to retain for operational purposes related to the functions of their position.

If you need to preserve an email for more than 10 years, we recommend converting the email to PDF and saving it in OneDrive or Teams.

When in doubt about which documents fall into the two categories, please contact the UK Legal Department. You are expected to act responsibly and diligently when applying the corresponding classifications.

What happens after the deletion of an email?

You will have a window of **14 days**, after the email's deletion date, to manually recover by themselves any email that was automatically deleted (self-service email recovery using the "*Deleted Items folder in Outlook*").

After those 14 days have passed, the emails will be **permanently destroyed** without any possibility of recovery.

What happens if you are identified as a Custodian as part of an investigation?

If you are identified as Custodian, the Local Legal Department, in coordination with the Regional Legal Department, must register the employee on the Custodian List. Once registered, Cemex Corporate Legal Compliance Department, together with the Cemex Corporate Process & IT Department, will request that a Legal Hold be applied to the employee's emails, and the deletion process will remain suspended for as long as the Legal Hold is active.

What happens if you are incapacitated or on temporary leave?

The application of the corresponding data retention and destruction practices may be suspended for an Employee only after the request from the corresponding Cemex Human Resources Department has been approved by the **Cemex Corporate Legal Compliance Department** and once the employee's leave has formally begun. The Local Human Resources Department must register the employee in the Custodian List. Once registered, Cemex Corporate Legal Compliance Department, together with the Cemex Corporate Process & IT Department, will request that a Special Hold be applied to the employee's emails, and the deletion process will remain suspended for as long as the Special Hold is active.

Where to find the instructions on how to apply the tags?

This is the link to a [Quick Guide](#) for applying retention tags. There is also a [Data Retention Pathway](#) available in Cemex University that provides a step by step process.

You can't find emails older than one year in Outlook Desktop. How to apply tags to emails that are more than one year old.

By default, the Outlook desktop application only displays emails from the past 12 months. To view older emails, follow these steps:

- Scroll to the end of your main inbox, where the oldest emails appear, and select "Click here to view more on Microsoft Exchange."

- You can also check the “Archive” folder under “Online Archive” or “In Place Archive”.

What happens with my Non-Business Data?

According to the Policy, you **must procure not to store** any Non-Business Data in devices and systems designated by the Cemex Group for institutional retention and storage. However, any Employee that has stored and maintains any Non-Business Data in devices and systems designated by the Cemex Group for institutional retention and storage, acknowledges that the Cemex Group will be able to perform reviews, audits and apply any applicable Cemex Group policies to any such Non-Business Data, and agrees that Cemex will not be liable for any total or partial loss of any such Non-Business Data or lack of temporary or permanent access to the same.

What happens if you do not comply with the Policy?

Any violation or non-compliance with this Policy may result in disciplinary action including, but not limited to, employment suspension or termination, as well as any other sanctions set forth and applicable pursuant to the applicable General Framework.

Further helpful Q&A previously answered by our UK IT department.

What has happened to my email that is older than x years?

(The x is random as mail archiving kicks in when a mailbox hits a size threshold, not an age threshold, so some people may be having their mail auto-archived that is older than 12 months, others may be only seeing mail archived older than 3 years).

If you can't find items in your inbox over a certain age - this is down to an automatic process kicking in on their mailbox called “online archiving”:

Above is an example of what to look for in the Outlook folder list. It's not obvious whether this area is also subject to the policies, but I think it will be. The problem is that all email stored in this location is online only, so accessing it is slow. It also stores emails in the same folder structure as the main mailbox area, so if someone has gone through all their folders and set a policy on the folder they will need to go through all the same folders again in the online archive area.

I have set a policy on a folder but the emails inside it have not updated to show they are tagged with that policy.

This is because the emails were already in the folder before you set the policy at the folder level. So, if an existing folder with emails already saved inside it is updated with an

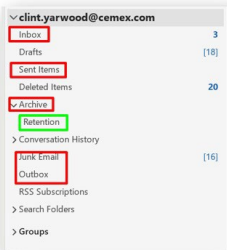
archive policy at the folder level, the mails already inside will also need to be tagged manually. Only emails going into the folder from then on will get automatically tagged with the policy.

Do I have to set the policy on each email?

No, you can select multiple emails at once (open the folder and click CTRL + A to select all) and then right click one of the mails to set the policy on all the selected emails.

Why can't I set the policy on certain folders in Outlook?

Folders directly below the email address cannot have a policy set on them, anything in those folders over 180 days in age will be deleted:



In the example above, the highlighted folders at the top level (in red) cannot change the 180-day deletion policy on. In the example there is a single archive folder where you cannot change the policy, but below this, you can add a folder (in green) where you can set a policy. So as long as you move mail into that second level folder, the folder policy will automatically apply to the mails.

Are shared mailboxes going to be affected?

Yes, shared mailboxes will also be affected by this policy change. Due to the amount and age of a lot of the emails in the shared mailboxes, it is easier to make the policy changes online. To get to the online view of a shared mailbox, just type in the URL

<https://outlook.office.com/mail/> and then type the email address of the shared mailbox, like this:



Once you have logged in (use your own email address and password) you will see the familiar Outlook view with the folders down the left. Assign the policies in the same way

as in your own Outlook.

Are there any other ways of saving emails instead of having to apply these policies?

Yes, emails can be saved to .pdf files or they can be dragged directly out of the Outlook app and into a folder on the computer, so they are saved as a .msg file. Once they have been saved outside of Outlook, they can be stored in OneDrive or a SharePoint.

I can't find my online archive area in Outlook, and can't see emails older than 1 year (or 6, 3 or 1 month).

Outlook Download Limits: By default, Outlook only downloads emails from the past year for offline use. Some users may have even shorter periods set (e.g., 6 months).

Accessing Older Emails: When you reach the oldest email available offline, Outlook may prompt you to view more emails stored on the server. Downloading and displaying these older emails can be slow.

Storage Restriction: The offline Outlook data file has a size limit of approximately 50GB. If you try to download more than this, Outlook may stop working. You can check your mailbox size by going to FILE in Outlook.

Changing Download Settings: To download all emails, go to FILE > ACCOUNT SETTINGS > ACCOUNT SETTINGS again, select your email address, and adjust the slider to "All." Be aware this process can take a long time, especially with large mailboxes.

Disk Space: Ensure your computer has enough free disk space before attempting to download all emails.

Alternative Method: Using the web version of Outlook (<https://outlook.office.com/>) is often easier for viewing and managing older emails. From there, you can select all emails and apply policies as needed.

Who can assist me if I have further questions?

For any further questions please contact the GSC.