Standard Operating Procedure (SOP): Visitor Log Maintenance and Record Retention

This SOP details the procedures for **visitor log maintenance and record retention**, including accurate documentation of visitor information, timely updating of the visitor log, secure storage of records, compliance with privacy regulations, and retention periods for maintaining visitor data. The goal is to ensure accountability, enhance security, and provide an organized record-keeping system for all visitors entering the premises.

1. Purpose

To establish a standardized process for the maintenance, retention, and security of visitor log records in compliance with legal and organizational requirements.

2. Scope

This SOP applies to all staff responsible for managing visitor access, log documentation, and record retention for all areas of the premises.

3. Responsibilities

- **Reception/Front Desk Staff:** Record and verify visitor information, maintain the physical/electronic log, and secure completed records.
- **Security Personnel:** Oversee adherence to visitor log procedures and report discrepancies.
- **Data Protection Officer:** Ensure compliance with privacy and data retention policies.

4. Procedures

1. **Visitor Log Entry**
   - Collect and record the following visitor details upon arrival:
     - Full Name
     - Affiliation/Company
     - Date and Time of Entry
     - Purpose of Visit
     - Person Visited
     - Contact Information
     - Date and Time of Exit (upon departure)
   - Verify visitor identification as per company policy.
2. **Timely Updating**
   - Log must be updated in real-time for each visitor arrival and departure.
   - For recurring visitors, update logs at each entry/exit.
3. **Record Storage and Security**
   - Keep physical logs in a locked and access-limited location.
   - For electronic logs, restrict digital access via user permissions and employ regular backups.
   - Ensure records are protected against unauthorized access, loss, or destruction.
4. **Privacy and Compliance**
   - Handle all personal data in accordance with GDPR, CCPA, or applicable privacy regulations.
   - Do not disclose visitor data unless required by law or organizational policy.
5. **Record Retention and Disposal**
   - Retain visitor logs for a minimum of **1 year** or as defined by organizational policy/legal requirements.
   - After retention period, dispose of records securely (e.g., shredding physical logs, permanent deletion from digital systems).
   - Document the destruction of records and retain a record of disposal logs for audit purposes.

5. Documentation

Record Type	Format	Location	Retention Period	Disposal Method
Visitor Logs	Physical/Electronic	Front Desk/Secure Server	1 year	Shredding/Deletion
Disposal Records	Electronic	Compliance/Records Department	3 years	Deletion

6. Review & Revision

- This SOP must be reviewed annually or as required in response to changes in regulatory requirements or organizational policies.
- Revisions must be documented and approved by the Compliance Department.

Note: Noncompliance with this SOP may result in disciplinary action and/or legal liability for the organization.