

Staff Email Usage Policy (2008)

1 Aims

- 1.1 This policy establishes the proper and effective staff use of email and calendaring, and exists to protect the security of the systems and the reputation of the University.
- 1.2 The policy applies to any member of staff or associate who uses the University email service.

2 Basic Premise

- 2.1 The Information Technology resources are owned by the University and represent a work tool for use in the service of the University business except where used in accordance with the policy on private use of email in section 5. The University will not accept damage to or inappropriate use of the email service.

3 Individual Responsibilities

- 3.1 Users have an individual responsibility to understand their responsibilities under this policy, and to know the rules and abide by them when using the University email service.
- 3.2 Users must notify their Head of Department or Head of Computing Services if they believe a violation of this policy has occurred.
- 3.3 Breaches of this policy may result in disciplinary action under the University Disciplinary Procedure.

4 Existing Policies

- 4.1 This policy should be read in conjunction with the other policies and procedures relating to information security, data protection, confidentiality and copyright. These policies, which also apply to the use of email, are available on the website www.canterbury.ac.uk.

5 Private Use Of Email

- 5.1 Whilst the use of the email service is intended for the effective delivery of our business the University recognises the benefits of allowing staff to use email as a way of developing and maintaining an appropriate work-life balance.
- 5.2 The personal use of email is allowed as long as this is reasonable. Wherever possible the personal use of email should be outside normal working hours, should at no time interfere directly or indirectly with work commitments and should be used only in accordance with section 6 of this policy.
- 5.3 University email should not be used to enter into any private contract or business relationship. It may however be used to receive acknowledgement only for purchases made from a website.

- 5.4 Failure to use the system in accordance with the guidance or the abuse or misuse of email may result in disciplinary action.

6 Use of Email and Systems For Electronic Communication

- 6.1 Email, whilst it has benefits for the effective and efficient communication of information, may also have consequences which could potentially impact on the individual and the University. These consequences could represent damage to the reputation of the University, additional costs or fines, and potentially civil or criminal action. It is important therefore that any use of email (whether personal or business) complies with the following.
- 6.2 Claims of defamation, breaches of confidentiality or contract can arise from any misuse or careless use of internet and email messages. All such communications must be treated like any other form of correspondence and the content and language utilised should be consistent with established University practices.
- 6.3 Users need to be aware that electronic messages can easily be archived by other parties and made searchable over a long period of time. Messages stored electronically by the University are also subject to searches under the Data Protection Act 1998 and Freedom of Information Act 2000.
- 6.4 The use of email to send or forward messages that are defamatory, obscene or otherwise inappropriate will be treated as misconduct under the appropriate disciplinary procedure. In serious cases this could be regarded as gross misconduct and lead to dismissal.
- 6.5 Individual or bulk sending of messages must be done in accordance with English law (especially but not limited to the Data Protection Act). Staff with a requirement for widespread communications to all members of staff, students or other large groups should follow the procedure at <http://www.canterbury.ac.uk/support/computing-services/support-and-advice/email.asp>. These requests will be decided in line with other policies.
- 6.6 Email delivery is not guaranteed. Notifications of delivery failure may not be sent to the originator and read receipt requests can be ignored. Therefore email should not be assumed to be suitable for essential correspondence unless other steps are taken to confirm receipt.
- 6.7 Users are expected to treat electronic information with the same level of confidentiality as they would paper based information. All information should be kept secure, used only for its intended purpose and not disclosed to unauthorised employees or third parties. Any personal data must be handled in accordance with the University Data Protection Policy which can be found on the University web site.
- 6.8 Electronic mail must not be used to communicate confidential or sensitive information unless appropriate measures have been taken to ensure authenticity and confidentiality, that it is correctly addressed and that the recipients are authorised to receive it.
- 6.9 Users are required to check their email account on a sufficiently regular basis to allow them to meet the requirements of their post and to use "out of office" messages, using the vacation message service, if they are unable to read emails for more than one week.
- 6.10 Computing Services may investigate the content of all electronic information when authorised by both a Head of Department and the University Solicitor with reference to Human Resources.
- 6.11 Staff must configure suitable signatures to comply with the law (see appendix 1) and such signatures must be applied by staff to email messages destined for outside of the University. Non-work related matter should not be included. The Institution does not support the use of disclaimers in signatures.
- 6.12 All email should be sent and displayed as plain text.

- 6.13 All mailboxes (this includes your inbox and any folders) are subject to a maximum size limit (see Appendix 2 - Technical Limits Schedule). When this is exceeded, warning and restrictions will be implemented including the inability to send further messages until email has been deleted or archived. The user will continue to be able to receive email.
- 6.14 Email transmitted across the University computing network or onto the Internet is subject to a maximum size limit (see Appendix B - Technical Limits Schedule).
- 6.15 Unsolicited email (i.e. SPAM) should be deleted.

7 Multi-User (Shared) Email Accounts

- 7.1 It is recognised that in addition to the 'personal' account that each member of staff is entitled to, there is the occasional need for some form of shared email account and/or shared email address. Prior to the current Exchange/Outlook service the requirement was met by way of additional standard email accounts that were referred to as 'Generic accounts', these had a number of flaws.
- 7.2 There are four aspects of multi-user or shared email use that will be accommodated:

Multi-user aspect:	Example:	Provision:
A role with a single staff occupant	Head of an administrative department	Email alias forwarding to personal account
Many staff acting in a role	An administrative department	Shared email account
Staff group coordination	Collective calendar	Limited access shared email account
One way communication to many staff	All staff	Email mailing list

- 7.3 Computing Services must act to avoid excessive proliferation of email addresses or accounts, for both technical reasons and in order to maintain a sensible approach to email address books. Computing Services has to account for all IT resources, and establish a life cycle that clearly sets out how the resources come into existence and how they are managed through their use and when they are removed.
- 7.4 The University owns the 'email address space' – i.e. all addresses @canterbury.ac.uk – it is incumbent on the University to ensure that email addresses are appropriate from the perspective of the whole University and to all users, be they internal or external.
- 7.5 All multi user or shared email must comply with this policy.
- 7.6 The University discourages the use of role based email accounts where the role has a singular occupant.
 - 7.6.1. Roles that require a persistent address across changes in occupant should have an email alias that re-directs the email to the current role holder.
 - 7.6.2. Role holders may delegate access to their personal email account to cover absences, or for administrative assistance.
 - 7.6.3. When the role holder leaves post they may extract email addressed to the alias by a simple search, but note that important messages should not be stored in email long term
 - 7.6.4. Existing role-based accounts will be allowed to continue, but their existence may be reviewed at a later date.
- 7.7 Where there is a role that has many staff operating in it then a shared email account can be provided. Each shared account will have an owner, who is responsible for its use and decides who else is given delegated access.
 - 7.7.1. Those delegated 'full access' (i.e. read, write, delete permissions) must manage the account.

- 7.7.2. Sub-roles will not justify separate shared accounts but will be catered for by email aliases pointing to the main role. Rules in the shared email account can then pre-process the sub-role email into separate folders.
 - 7.7.3. Staff using the shared account must use their identity when sending email.
 - 7.7.4. The shared account is not a medium for storage and the account must be actively managed.
- 7.8 Where a formal group of staff need sight of a group calendar then a limited shared account can be provided.
- 7.8.1. No more than four staff will be allowed full access.
 - 7.8.2. The 'limited shared account' will not allow any email to be sent on its behalf.
- 7.9 Where groups of people need to receive email but do not need to work collaboratively on the email, mailing lists should be used.
- 7.9.1. Mailing lists enable the University comply with E-commerce Regulations, such as allowing recipients to withdraw from the mailing list, to know who is on the list and for the list owners to control misuse.
 - 7.9.2. Owners of lists must be University staff who have agreed to take active responsibility for the lists they manage.
- 7.10 Any one individual email account should not have more than four additional full access mail boxes configured.
- 7.11 Any shared account should have no more than 20 users with full access.
- 7.12 Shared accounts will have quotas as applied to individual accounts. The resources consumed by a shared account will be accounted for by the 'owner'.
- 7.13 Shared accounts will only be created for a persistent purpose. Transient requirements will be catered for by means of email aliases forwarding email to either an existing shared account or to a personal account.
- 7.14 All shared account identifiers, email aliases and email list addresses must reflect their true nature, be unambiguous, and be appropriate for use across the whole University.
- 7.15 Life cycle management:
- 7.15.1. Computing Services will from time to time note the traffic levels of multi-user accounts.
 - 7.15.2. Any accounts with no or very little traffic will be candidates for removal.
 - 7.15.3. The owners of candidate shared accounts will be consulted prior to any possible deletion. The owners will need to justify the continued existence of the shared account.
- 7.16 The procedure for multi-user account creation will be published on Computing Services web site, and must be followed when applying for a multi-user account.
- 7.17 All multi-user accounts, email aliases, mailing lists must be arranged prior to any publicity of email addresses. It is not sufficient justification when asking for a particular email address to claim that publicity has already started.
- 7.18 Decisions as to relevance, address suitability, etc will be handled by Computing Services. Appeals will be to the Head of Computing Services in the first instance and then to the Chair of the Information Systems Committee, whose decision will be final.

8 Glossary

- email alias a synonym for a different email address.
- full access 'full access' to a shared email account will allow someone to access the account as if it were their own.
- individual email account The basic default email account each member of staff is entitled to.

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Appendix 1 – Signature guidelines

The Companies Act 1985 (amended 2006) requires the following information to be included on business correspondence [1]:

- Company registration number;
- The company's place of registration (e.g. Scotland or England & Wales); and
- The company's registered office address

An amendment [2] to the Companies Act 1985 that came into effect on 1st January 2007 made it clear the duty that existed for all business letters to include company information now also applied to emails.

A recommended email signature for THE UNIVERSITY is:

```
<full name>  
<job title>, <department>  
Canterbury Christ Church University  
North Holmes Road, Canterbury, Kent, CT1 1QU, England  
Registered Company limited by guarantee (No: 4793659)  
Registered Charity (No: 1098136)
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Or

```
<full name>  
<job title>, <department>  
Canterbury Christ Church University  
Rowan Williams Court, Universities of Medway Campus  
Registered Company limited by guarantee (No: 4793659)  
Registered Charity (No: 1098136)  
Registered office: North Holmes Road, Canterbury, Kent, CT1 1QU, England
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As staff can legitimately use the University's email system when representing more than one role it is not appropriate to centrally configure the email system to automatically apply such required information to all out going messages

Staff should create a standard signature based on this guidance and apply it to all email. Most staff will have a single role, and will not need multiple signatures. Staff should try to avoid using long or complex signatures on internal email, as this will save storage space, especially on multiple contributor email discussions.

Where they have multiple roles, staff must select signatures appropriate to the purpose of the email message, for example the University has several companies. Staff must also remove or delete their standard signature when sending email which is not related to the work for the University.

References:

1. OUT-LAW Pinsent Masons, 2007, *Email notices and email footers*, <http://www.out-law.com/page-5536> , (accessed 17 October 2007)
2. Crown, 2006, *Statutory Instrument 2006 No. 3429 The Companies (Registrar, Languages and Trading Disclosures) Regulations 2006*, <http://www.opsi.gov.uk/si/si2006/20063429.htm> , (accessed 17 October 2007)

Appendix 2 – Technical Limits Schedule

- 1 All mailboxes (this includes your inbox and any folders) are subject to a maximum size limit of 100MB.
- 2 Mail transmitted across the University computing network or onto the Internet is subject to a maximum size limit of 10MB.