

# KCETB EMAIL USAGE POLICY

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## Purpose

The purpose of this policy is to ensure the proper use of e-mail by **KCETB** “Users”. Usage of e-mail resources is a privilege that is extended to, but not limited to **Employees (both full and part time), Students and learners, Contractors, Interns, Work Placement Participants, Partners and / or consultants**, to be referred to as “Users”. E-mail users must follow the same code of conduct expected in any other form of written or face-to-face business communication and have a responsibility to use email in an efficient, effective, ethical and lawful manner.

**KCETB** may supplement or modify this policy for users in certain roles. This policy for Email Usage complements similar **KCETB** policies, such as the Technology Acceptable Usage Policy. A comprehensive list of ICT policies may be located in the ICT Policy Framework.

## Scope

This policy applies to all “users” of **KCETB** provided email systems either owned or managed by **KCETB**. Individuals covered by the policy include (but are not limited to): **Employees (both full and part time), Students and learners, Contractors, Interns, Work Placement Participants, Partners and / or consultants**, utilising email facilities provided by **KCETB**.

This policy applies to any corporate e-mail system that **KCETB** has or may install in the future. It also applies to employee use of personal e-mail accounts via browsers, as directed below.

## Employee Responsibilities

**KCETB** supports the installation and usage only of approved e-mail clients.

Username will be assigned by the **KCETB’s ICT Services Team** and will reflect internally mandated e-mail naming conventions.

### Acceptable Uses

- Communicating in a professional manner with other **KCETB** users about work-related matters.
- Communicating in a professional manner with parties outside **KCETB** for business purposes.
- Personal communications that are brief and do not interfere with work responsibilities.

### Unacceptable Uses

- Creating and exchanging messages that can be interpreted as offensive, harassing, obscene, racist, sexist, ageist, pornographic or threatening.
- Creating and exchanging information that is in violation of copyright or any other law. **KCETB** is not responsible for user(s) usage of e-mail that breaks laws.
- Personal communication that interferes with work responsibilities.
- Opening file attachments from an unknown or untrustworthy source, or with a suspicious or unexpected subject line. Should any clarification be required, notify **KCETB’s ICT Services Team** immediately if a suspicious email / attachment is received.
- Sending confidential information to unauthorised people or violating **KCETB’s data protection policy**. Otherwise using e-mail in a way that increases **KCETB’s** legal or regulatory liability.

- Communications that strain **KCETB's** network or other systems unduly, such as sending large files to large distribution lists.
- Communications to distribution lists of only marginal interest to members and replying to the entire distribution list when a personal reply is as effective.
- Communications with non-specific subject lines, inarticulate language, and without clear purpose.
- Forwarding work-related e-mail messages to personal accounts, because of unacceptable risks associated with privacy, security and compliance. This does not include your personal pension, salary or HR information.
- Forwarding information to mobile devices without the explicit permission of **KCETB's ICT Services Team**
- Using any e-mail system, other than the corporate e-mail system, for KCETB-related communications.
- Circulating chain letters and/or commercial offerings.
- Promoting or publishing an employee's political or religious views, operating a business or for any undertaking that offers personal gain or benefit.

As a user of **KCETB's** email resources, you are expected to uphold all Irish legislation and relevant legislation of the European Community. All users of the **KCETB's** email resources should ensure that they are fully aware of and understand any of the relevant legislation, which applies to the sending of electronic communications. A comprehensive list of ICT policies may be located in the ICT Policy Framework.

## Privacy Guidelines

**KCETB** maintains ownership of all **KCETB** emails which includes the right to monitor and review work e-mail activity to ensure compliance with this policy, as well as to fulfil **KCETB's** responsibilities under relevant laws and regulations of both Ireland and the EU — for example, GDPR. **Users should have no expectation of privacy** to their use of corporate / work emails.

- On termination or separation from **KCETB**, **KCETB** will immediately deny access to e-mail, including the ability to download, forward, print or retrieve any message stored in the system, regardless of sender or recipient.
- Users who leave **KCETB** will have their mailboxes **disabled at the close of business** on their leaving date. The employee's line manager may request that access be given to another user who may remove and utilise any needed information. Mailboxes will subsequently be deleted in line with **KCETB's** data retention policy / **KCETB** contractual obligations
- **KCETB** reserves the right to intercept, monitor, review and/or disclose any and all messages composed, sent or received on the corporate e-mail system. Intercepting, monitoring and reviewing of messages may be performed with the assistance of content filtering software, or by designated **KCETB** employees and/or designated external entities.

The ICT policy framework provides further detail on the type of monitoring that is possible to undertake. Should further clarity be required, contact **KCETB's Director of OSD**

- **KCETB** reserves the right to alter, modify, re-route or block the delivery of messages as appropriate. This includes but is not limited to:
  - Rejecting, quarantining or removing attachments and/or malicious code from messages that may pose a threat to **KCETB's** resources.

- Discarding attachments, such as music, that are considered to be of little business value and involve a significant resource cost.
  - Rejecting or quarantining messages with suspicious content.
  - Rejecting or quarantining messages containing offensive language or topics.
  - Re-routing messages with suspicious content to designated **KCETB** employees for manual review.
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- Electronic messages are legally discoverable and permissible as evidence in a court of law.
  - Any content created with the e-mail system is considered the intellectual property of the **KCETB**.
  - Any evidence of suspected or alleged illegal activity discovered during monitoring or reviews will be dealt with through **KCETB's** disciplinary procedure and may lead to a further criminal investigation.
  - Refer to **KCETB's** relevant disciplinary policy for further information

## Security

As with any other type of software that runs over a network, e-mail users have the responsibility to follow sound security practices.

- E-mail users should not use e-mail services to transfer sensitive data, such as usernames, passwords, PPS numbers and account numbers over the Internet. Users should not use the e-mail system to transfer sensitive data, except in accordance with **KCETB** GDPR / data protection policies. Sensitive data passed via e-mail over the Internet could be read by parties other than the intended recipients, particularly if it is clear text. Malicious third parties could potentially intercept and manipulate e-mail traffic.
- In an effort to combat propagation of e-mail viruses, certain attachment types may be stripped at the corporate e-mail gateway. Should this create a business hardship, users should contact **KCETB's ICT Services Team** for further information.
- Attachments can contain viruses and other malware. User should only open attachments from known and trusted correspondents. **KCETB's ICT Services Team** should be notified immediately if a suspicious email / attachment is received.
- Spam communications are automatically filtered. Errors, whereby legitimate e-mail can be filtered as spam, while rare, can occur. If business-related mail messages are not delivered, users should check their local spam folder. If the message is not there, users should call the **KCETB's ICT Services Team**.
  - Due to the polymorphic nature of Spam communications, occasionally some of these communications may reach users email folders. In these incidents, please notify **KCETB's ICT Services Team** immediately.
- Users will **not** be directed (via e-mail, from **KCETB's ICT Services Team** or from any other entity under **KCETB's** remit) to sites requesting personal information, such as usernames or passwords. Such requests should be forwarded to **KCETB's ICT Services Team**. Such approaches — known as phishing — are fraudulent and carried out for purposes of unlawful exploitation.

## Operational Guidelines

**KCETB** employs certain practices and procedures in order to maintain the health and efficiency of electronic messaging resources, to achieve **KCETB** objectives. These practices and procedures are subject to change, as appropriate or required under the circumstances.

- To deliver mail in a timely and efficient manner, message size must be less than **35MB**. Messages larger than **35MB** will be automatically blocked, and users will be notified of non-delivery. Should this create a business hardship, users should contact **KCETB's ICT Services Team**
- Electronic messages are frequently inadequate in conveying mood and context. Users should carefully consider how the recipient might interpret a message before composing or sending the message.

## Compliance

Individuals found to be in breach of this Email Usage Policy, may be subject to disciplinary action, up to and including dismissal. For further information, refer to **KCETB's** disciplinary policy.

For the avoidance of doubt, where questions remain as to what constitutes "appropriate use", contact **KCETB's ICT Services Team** for full clarification.

## Related Policies and Links

**KCETB Disciplinary Policy**  
**KCETB Data Protection Policy**  
**KCETB Data Retention Policy**  
**KCETB Password Policy**

## Authority and Ownership

| OWNER                 | TITLE                   | DATE              | SIGNATURE   |
|-----------------------|-------------------------|-------------------|---|
| <i>Enda Curran</i>    | <i>IT Administrator</i> | <i>17/01/2020</i> |  |
| <i>Colin Hamilton</i> | <i>IT Administrator</i> | <i>17/01/2020</i> |  |
| AUTHORISED BY         | TITLE                   | DATE              | SIGNATURE   |
| <i>Liam Scott</i>     | <i>Director of OSD</i>  | <i>17/01/2020</i> |  |

## Revision History

| VERSION    | DESCRIPTION            | REVISION DATE     | REVIEW DATE       | APPROVER NAME     |
|------------|------------------------|-------------------|-------------------|-------------------|
| <i>1.0</i> | <i>INITIAL VERSION</i> | <i>17/01/2020</i> | <i>30/06/2020</i> | <i>Liam Scott</i> |
|            |                        |                   |                   |                   |