

SUBJECT: E-MAIL POLICY

EFFECTIVE
DATE: 11-15-11 (replaces 10-01-07)

APPROVED BY:

Reviewed (no changes): _____

Executive Director

POLICY

The purpose of this policy is to ensure the proper use of McIntosh Trail CSB's e-mail system and make users aware of what McIntosh Trail CSB deems as acceptable and unacceptable use. McIntosh Trail reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

PURPOSE:

E-mail is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature, e-mail seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail. If you send e-mails with any libelous, defamatory, offensive, racist or obscene remarks, you and McIntosh Trail CSB can be held liable. If you forward e-mails with any libelous, defamatory, offensive, racist or obscene remarks, you and McIntosh Trail CSB can be held liable. If you unlawfully forward confidential information, you and McIntosh Trail CSB can be held liable. If you send an attachment that contains a virus, you and McIntosh Trail CSB can be held liable. By following the guidelines in this policy, the e-mail user can minimize the legal risks involved in the use of e-mail. If any user disregards the rules set out in this E-mail Policy, the user will be fully liable and McIntosh Trail CSB will disassociate itself from the user as far as legally possible.

PROCEDURE

The following rules are required by law and are to be strictly adhered to:

It is strictly prohibited to send or forward e-mails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.

1. Do not forward a message without acquiring permission from the sender first, if possible and practical, and the sender is reasonably available.
2. Do not send spam unless authorized; example, someone sends E-mail to everyone at McIntosh Trail announcing a birth (for instance). After sending out to all computers on the system, there will be numerous replies to the e-mail. This takes up valuable resources.
3. Do not forge or attempt to forge e-mail messages.
4. Do not send e-mail messages using another person's e-mail account.

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PROCEDURE (CONTINUED)

McIntosh Trail CSB considers e-mail as an important means of communication and recognizes the importance of proper e-mail content and speedy replies in conveying a professional image and delivering good customer service. Therefore, McIntosh Trail CSB wishes users to adhere to the following guidelines:

1. Writing e-mails:

- A. Write well-structured e-mails and use short, descriptive subjects.
- B. McIntosh Trail CSB's e-mail style is informal. Remember the ABC's of writing:

A = accuracy B = brief c = clarity

So, make sure your e-mails are accurate, brief, and clear. Even though our e-mail style is "informal", we should make sure that e-mails are cordial.
- C. Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimers).
- D. Use the spell checker before you send out an e-mail.
- E. Do not send unnecessary attachments.
- F. Do not write e-mails in capitals. (This is the same as "shouting" at a person.)
- G. Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying an e-mail to him/her and knows what action, if any, to take.
- H. If you forward an e-mail, state clearly what action you expect the recipient to take.
- I. Only send e-mails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the e-mail, using other means of communication, or protecting information by using a password (see confidential).
- J. Only mark e-mails as important if they really are important.

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PROCEDURE (Continued)

2. Replying to e-mails:

- A. E-mails should be answered within at least 8 working hours, but users must endeavor to answer priority e-mails within 4 hours. This is to conserve resources, as e-mails can be deleted once processed.
- B. Priority e-mails are e-mails from existing consumers, business partners, and for time sensitive requests.

3. Newsgroups:

Users need to request permission from their supervisor before subscribing to a newsletter or news group.

4. Maintenance:

Delete any e-mail messages that you do not need to have a copy of, and set your e-mail client to automatically empty your 'deleted items' on closing.

5. McIntosh Trail e-mail will not be used for the sale or transfer of personally owned property. Staff may send e-mail to all staff announcing the availability of McIntosh Trail owned property.

6. All staff having a McIntosh Trail e-mail account will check their e-mail inbox at least twice daily but not less than every four hours.

7. E-mail is to be considered a form of official correspondence for the agency.

Although McIntosh Trail CSB's e-mail is meant for business use, McIntosh Trail CSB allows the reasonable use of e-mail for personal use if certain guidelines are adhered to:

- 1. Personal use of e-mail should not interfere with work.
- 2. Personal e-mails must also adhere to the guidelines in this policy.
- 3. Personal e-mails are kept in a separate folder, named 'Private'. The e-mails in this folder must be deleted frequently, no less than weekly.
- 4. The forwarding of spam, chain letters, junk mail, jokes and executables is strictly forbidden.

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On average, no more than 2 personal e-mails a day.
Avoid sending confidential information by e-mail.

The following disclaimer will be added to each outgoing e-mail:
"This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this e-mail in error, please notify the Sender. Please note that any views or opinions presented in this e-mail are solely those of the author and do not necessarily represent those of the agency. Finally, the recipient should check this e-mail and any attachments for the presence of viruses. The agency accepts no liability for any damage caused by any virus transmitted by this e-mail."

Your e-mails can be monitored without prior notification if McIntosh Trail CSB deems this necessary. If there is evidence that you are not adhering to policy, McIntosh Trail CSB shall have the right to take disciplinary action, up to and including termination and/or legal action.

All e-mail accounts maintained on our e-mail systems are property of McIntosh Trail CSB. Passwords should not be given to other people and should be changed once a month. E-mail accounts not used for 60 days will be deactivated and possibly deleted.

If you have any questions or comments about this E-mail Policy, please contact the Information Technology Coordinator, (770) 652-8197. If you do not have any questions, McIntosh Trail CSB presumes that you understand and are aware of the rules and guidelines in this E-mail Policy and will adhere to them.