E-Mail Policy

12 September 2023

Version 1.1

Document Details

Document Title:	E-Mail Policy
Version:	1.1
Approved By:	Governing Body
Date Approved:	12 September 2023
Effective Date:	12 September 2023
Next Review Date:	6 September 2026
Policy Owner:	Vice President Corporate Affairs

Revision History

Previous Version No.	Summary of Amendments	Approval date	Version No.
n/a	Approved by Governing Body	26 July 2022	1.0
1.0	**6 September 2023 - reviewed by the Policy Review Group:** Recommended to extend for 3 years and submit to the Governing Body for approval	_	1.1
1.1	Approved by Governing Body	12 September 2023	1.1

Consultation Details

Name:		
Date:		
Details of Consultation:		

Publication Details

Where	Date
SETU Website	Version 1.1 (12 September 2023)
Drive/Public/HR/Policies	
All Staff Email	

Feedback or issues arising on implementation of this policy should be communicated to the policy author.	
Policy Author	Computing Services Managers

Table of Contents

1. Purpose

The purpose of this policy is to describe the acceptable use and related security of the South East Technological University's (SETU's) email and related services, systems and facilities. The policy may require amendments periodically to keep up with an ever-changing technical environment, changes in legislation and developments in the threat landscape posed by the use of email facilities.

2. Scope

This policy covers appropriate use of any email sent from a SETU email address and applies to all email users (which may include, but is not limited to students, staff, researchers, employees, retired employees, contractors and any third parties) operating on behalf of the University or a subsidiary of the University.

3. Policy

Email is a primary mechanism for communication. Users are to consider the public image of the University when sending an email from a SETU email address. Use of the SETU email services assumes and implies acceptance of this policy; breaches are subject to SETU disciplinary procedures. The main purpose in providing IT facilities for email is to support the teaching, learning, research, professional support staff and management and other approved business activities of TU, with the primary purpose of enabling staff members carry out duties associated with their role or to carry out appropriate instructions from managers and supervisors. Paper versions of relevant communications will be made available to staff that do not use email as part of their normal work duties.

All SETU users are provided with a SETU e-mail address for official communications to and from the University. All users that use email as part of their normal duties are expected to check their emails on a regular basis to ensure that they are up to date with important SETU communications and announcements. All staff are expected to use their SETU email accounts in the undertaking of their duties (i.e. work emails should not be sent through other platforms such as gmail, hotmail etc.). There is no reasonable expectation of privacy when using the SETU email system (for example work emails are subject to FOI or GDPR legislation). Where staff are not required to use email as part of their normal duties, the University will provide paper copies of all important communications. There is no expectation that work emails will be actioned outside normal working hours.

Provision of an email account and access to the system and associated IT facilities are primarily provided for SETU purposes. Users should note that both the nature of email and the public character of the SETU's business, make e-mail less private than users may anticipate.

3.1 SETU email addresses are primarily provided for university purposes or business. Emails sent from SETU accounts should be considered similar to sending a note on SETU headed stationery, i.e. email messages are treated as potential corporate messages from SETU.

3.2   Users should be mindful of SETU's Dignity and Respect Policy when using SETU's email system.

3.3   SETU email accounts are username and password protected. For staff accounts, strong passwords are required. In the event of any breach of network security, SETU reserves the right to force a reset of user passwords across the University.

3.4   Shared, proxy accounts are approved solely for the handling of SETU business. Passwords for proxy accounts are managed by Computer Services and, except for exceptional circumstances, approved by the IT Manager, passwords for proxy accounts are never given out to users.

3.5   The "All Staff" email facility is a useful means of conveying information and, when necessary, important and urgent messages to all staff of the University. It is important that the facility is used appropriately so that staff do not become resistant to receiving information through its over-use. Equally, under GDPR legislation it is important that the University is protected from inadvertent sharing of personal data beyond that which was intended or appropriate.

3.6   Messages addressed to the "All Staff" email address will be moderated by an appropriate senior manager or appointee, and only those that fall into one or more of the following categories will be approved for "All Staff" distribution. The acceptable categories are as follows:

- SETU, academic or business issues affecting staff from all or most faculties/departments.
- TU-wide events that potentially involve the majority of staff (e.g. notices for training courses, job vacancies, public lectures, TU events).
- Changes to pre-announced general schedules which potentially affect the majority of staff.
- Health & Safety issues.
- Campus security issues.
- Problems with communication services or utilities such as gas, water or electricity.
- IT System outages notification, virus and other IT System threats.

Permission must be sought from the HOD/HOF for emails that fall outside of the categories listed above.

3.7   Messages sent to the "All Staff" email list will be restricted to the BCC field to ensure users do not inadvertently reply to the list with sensitive information.

3.8   The "All Student" email facility should only be used to communicate SETU related messages to students. Permission must be sought from the VP for Academic Affairs before sending to the "All Student" email list.

3.9   All users of SETU's email service are automatically added to various SETU circulation lists. These lists enable the university to disseminate important information totargeted user groups in an efficient way.

3.10   Email users are individually responsible for managing emails properly. This may involve, but is not limited to, the following tasks:
- Checking and responding to incoming mail appropriately and in a timelymanner
- Identifying and retaining messages with ongoing business relevance
- Ensuring that stored emails can be readily searched, located and retrieved by using meaningful subject lines
- Ensuring automatic out of office messages are used for notifications of leave or other messages as approved by management.

3.11   E-mail Users should be aware that there is no guarantee that the e-mail received was sent by the purported sender. Senders can use forged e-mail addresses: this is common for Spam and Phishing emails. In case of doubt, receivers should check with the purported sender to validate authorship and authenticity. It will be regarded as a serious policy violation for a SETU user to employ a false identity when sending an e-mail.

3.12   Email users are required to avail themselves of appropriate and current protection, such as anti-virus applications, software patches and updates. Users must also take reasonable measures to prevent the transmission of viruses by not opening attachments received from unsolicited sources.

3.13   Email users should always ensure that they send messages only to their intended recipients and clearly flag messages if they are confidential. Likewise, users should practice caution when forwarding an e-mail with an attachment to ensure that not only does the receiver need to receive the attachment, but that it is also appropriate for them to receive it.

3.14   An e-mail, whether business or personal, may constitute an official SETU record, and disclosure may be requested under the Freedom of Information Act 2014 or GDPR legislation 2016 or any subsequent updates or other appropriate legislation.

3.15   Users are advised to limit e-mail messages to individual users whenever possible. Messages should only be sent to multiple users if the content is relevant to each of them.

3.16   Emails must always be written with the principles of Dignity and Respect in mind. For more information, please refer to *SETU's Dignity and Respect Policy*.

3.17   SETU email may not be used for private commercial activity such as advertising products or services, promotions, chain letters or political canvassing and lobbying, unless specifically authorised by the VP for Corporate Affairs or designated appointee. Email may not be used for the deliberate transmission of destructive programmes or viruses.

3.18   Any unauthorised attempt to access another person's email account or the use of anotherperson's password is prohibited.

3.19   Under GDPR legislation and to ensure that the University is protected from inadvertent sharing of personal data beyond that which was intended or appropriate, the ability to auto forward to addresses other than @SETU.ie addresses is not permitted. This also includes other external mail clients synching to SETU mail using, for example, PoP or IMAP sessions which are also not permitted. This means disabling the ability to access SETU directly and automatically through other mail clients such as Gmail. All SETU email must be accessed through SETU mail facilities and not exported to other mail servers.

3.20   Users should be aware that attachments are subject to copyright rules (an outline of these can be found on the SETU Library web site). They should also take care about sending very large attachments that they do this in the most economical manner possible which is normally via HEAnet filesender https://filesender.heanet.ie.

3.21   SETU reserves the right to redirect the email of staff that have left the organisation. Users are responsible for ensuring personal emails are stopped when they leave.

3.22   SETU reserves the right to preserve data, including deleted data (emails and attachments) which may be required by the University in the future.

3.23   The wording, tone and language should be concise and carefully prepared in order to avoid ambiguity, inaccuracy, claims of defamation and breaches of confidentiality. This policy reinforces the SETU's *Dignity and Respect policy*, and therefore no form of discriminatory comment, aggression, harassment or bullying is permitted through e-mails. Please refer to Dignity and Respect policy for further information.

4. Security

SETU reserves the right to implement any additional security measures deemed appropriate to protect the integrity of the email system. Information regarding these measures will be communicated as appropriate to users through the normal channels.

5. Monitoring

SETU accepts that the use of email is an extremely valuable business, research and learning tool. However, misuse of such a facility can have a detrimental effect on other users and potentially SETU's public profile. TU will investigate complaints received from both internal and external sources about unacceptable use of SETU email. Where there is evidence of wrongdoing, it will be investigated in accordance with SETU disciplinary procedures.

As a result:

- SETU reserves the right to take action as deemed appropriate by the President, IT Manager and if required, other representatives such as the Registrar, HR Manager or Head of School.
- The specific content of any transaction (mail flow) will not be monitored unless there is a suspicion of improper use.
- SETU reserves the right to monitor, and where necessary, to suspend accounts to preserve the integrity and operation of the email service or to preserve potential evidence in the event of an investigation.

6. Disclaimers

It is SETU Policy that a link to the following disclaimer is included on every email communication. This will be set up by the Computing Services Department, to automatically appear on each email sent.

This email, its content and any files transmitted with it are intended solely for the addressee(s) and may be legally privileged and/or confidential. Access by any other party is unauthorised without the express written permission of the sender. If you have received this email in error you may not copy or use the contents, attachments or information in any way and any review, use, dissemination, forwarding, disclosure, alteration, printing of this information is strictly prohibited. Please destroy it and notify the sender via return e-mail. Internet communications are not secure unless protected using strong cryptography. This email has been prepared using information believed by the author to be reliable and accurate, but the University makes no warranty as to accuracy or completeness. In particular the author does not accept responsibility for changes made to this email after it was sent. Any opinions expressed in this document are those of the author and do not necessarily reflect the opinions of the University or its affiliates. This footnote also confirms that this email message has been swept for the presence of computer viruses.

Is don seolaí nó do sna seolaithe amháin atá an ríomhphost seo, a ábhar agus aon iatán a ghabhann leis. D'fhéadfadh sé bheith fé phribhléid ó thaobh dlí de agus / nó d'fhéadfadh sé bheith fé rún. Is rochtain neamhúdaraithe í aon rochtain atá ag aon pháirtí eile air gan cead sainráite scríofa ón seoltóir. Má tá an ríomhphost seo faighte agat trí dhearúd ní ceart duit a ábhar, na hiatáin ná haon fhaisnéis a ghabhann leis a chóipeáil nó a úsáid ar aon tslí ar bith. Tá cosc dian ar léirmheas a dhéanamh ar an bhfaisnéis seo agus ar í a úsáid, a scaipeadh, a sheoladh ar aghaidh, a nochtadh, a athrú nó a phriontáil. Scrios í, le do thoil, agus cuir scéala chuig an seoltóir tré ríomhphost fillte. Níl cumarsáid idirlín slán ach amháin má tá sí dá cosaint le cabhair chripteagrafaíochta tréine. D'ullmhaíodh an ríomhphost seo le húsáid fhaisnéise atá iontaofa agus ceart i dtuairim an údair ach ní théann an Ollscoil in urrús air ó thaobh cruinnis agus iomláine. Go háirithe, ní ghlacann an t-údar le haon fhreagracht as athruithe a deineadh ar an ríomhphost seo tar éis a sheolta. Aon tuairimí atá curtha in iúl sa cháipéis seo, is tuairimí an údair iad agus ní gá gur mar a chéile iad agus tuairimí na hOllscoil agus na n-eagraíochtaí atá comhcheangailte léi. Deimhníonn an fonóta seo chomh maith gur seiceáladh an teachtaireacht ríomhphoist seo i dtaca le víris ríomhaire.

7. Measuring Success

N/A

8. Review of Policy

This policy will be reviewed in advance of the review date i.e. 6 September 2026, and/or as soon as possible following new or updated legislation, national or sectoral policy.