

Email Policy

Preamble:

E-mail is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner.

By following the guidelines in this Policy, users can minimise the legal risks involved in the use of e-mail. Individuals who disregard the rules set out in this E-mail Policy will be fully liable and Australian Institute of Business (AIB) will disassociate itself from those in breach of this policy as far as legally possible.

Purpose:

The purpose of this policy is to ensure the proper use of the email system at AIB and make users aware of what AIB deems as acceptable and unacceptable use of its e-mail system. AIB reserves the right to amend this policy from time to time. In case of amendments, users will be informed appropriately.

Scope:

This policy applies to all users of AIB Internet resources, whether on campus or from remote locations.

Details

The following rules are required by law (Copyright Act 1968 (C/W)) and are to be strictly adhered to. It is **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.
- Forward a message without first acquiring permission from the sender.
- Send unsolicited e-mail messages.
- Forge or attempt to forge e-mail messages.
- Disguise or attempt to disguise your identity when sending mail.
- Send e-mail messages using another person's e-mail account.
- Copy a message or attachment belonging to another user without permission of the originator.

Procedures:

AIB considers e-mail as an important means of communication and recognises the importance of proper e-mail content and speedy replies in conveying a professional image and delivering good customer service. Users should take the same care in drafting e-mail as they would for any other communication. Therefore AIB requires users to adhere to the following guidelines:

Writing e-mails:

- Write well-structured e-mails and use short, descriptive subjects.

- AIB e-mail style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as 'smileys' however, is not encouraged.
- Signatures must be in the standard AIB format and include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer)
- Users must spell check all emails prior to transmission.
- Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.
- Do not write e-mails in capitals.
- Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to them and knows what action, if any, to take.
- If you forward mails, state clearly what action you expect the recipient to take.
- 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).
- Mark e-mails as important only if they really are important.

Replying to e-mails:

- E-mails should be answered within at least 8 working hours, but users must endeavour to answer priority e-mails within 4 hours or sooner if possible.
- Priority e-mails are e-mails from existing customers and business partners.

Newsgroups:

- Users need to request permission from their Department Director before subscribing to a newsletter or news group.

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.

Personal Use

It is strictly forbidden to use AIB's e-mail system for anything other than legitimate business purposes. Therefore, the sending of personal e-mails, chain letters, junk mail and jokes is prohibited. All messages distributed via the company's e-mail system are AIB property.

Confidential Information

Never send any confidential information via e-mail. If you are in doubt as to whether to send certain information via e-mail, check this with the Director of your Department first.

Passwords

All passwords must be made known to AIB. The use of passwords to gain access to the computer system or to secure specific files does not provide users with an expectation of privacy in the respective system or document.

Encryption

Users may not encrypt any e-mail without obtaining written permission from the Director of your Department. If approved, the encryption key(s) must be made known to AIB.

Email Retention

All e-mails will be deleted after 180 days. If a user has sufficient reason to keep a copy of an e-mail, the message must be moved to the folder 'For archiving'.

Email Accounts

All e-mail accounts maintained on our e-mail systems are property of AIB. 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.

System Monitoring

Users expressly waive any right of privacy in anything they create, store, send or receive on the company's computer system. AIB can, but is not obliged to, monitor e-mails without prior notification. If there is evidence that you are not adhering to the guidelines set out in this policy, AIB reserves the right to take disciplinary action, including termination and/or legal action.

Disclaimer

The following disclaimer will be added to each outgoing e-mail:

'This email and any attachments transmitted with it are confidential and intended solely for the use of the party to whom it is addressed. If you have received this email in error please notify us immediately. Any loss or damage incurred in using this email or its attachments is not our responsibility and (save as expressly provided by law to the contrary) our entire liability will be limited to re-supplying the material.'

Related Forms:

Nil

Responsibility:

Director of Corporate Affairs

Related Policies:

Discipline

Current Status	Version 2
Approved By:	Board of Directors
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