

E-mail and Internet Policy

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Disclaimer

While we do our best to ensure that the information contained in this document is accurate and up to date when it was printed please refer to the electronic copy on the intranet for the latest version.

If you require further clarification on our document control system, please contact the Quality Assurance Department.

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2. Purpose

The purpose of this policy is to provide a framework of acceptable use and guidance regarding the use of the Electronic mail system and the World Wide Web for Kibble users.

3. Scope

This policy applies to all Kibble employees, contractors, workforce members, vendors and agents with access to the Kibble Email server, by the use of Outlook, and using the Kibble network to connect to the internet.

4. Policy

The ability of Kibble employees to use Email and to access the internet enables us to utilise these technologies to the benefit of all at Kibble. However, internet and email access opens Kibble to risks and liabilities. It is therefore essential that employees read these guidelines and make themselves aware of the potential dangers involved in using Email and the internet.

- 4.1. Users will consider the sensitivity of data when sending email and make a judgment on sending the mail plain text, encrypting the data, or sending the information by other means.
- 4.2. Kibble has in place filtering systems to protect users from unsolicited email and inappropriate internet content, if the user deems that data or content is unsuitable the user is obliged to contact the ICT department to have the offending material blocked.
- 4.3. Policies and guidelines pertaining to email and internet usage are as follows:
 - 4.3.1. All Kibble staff will be allocated an individual email address; staff are responsible for ensuring that all confidential information sent and received is not inappropriately shared.
 - 4.3.2. In addition, some staff will also use a functional email address to fulfil part of their specific job role. Such functional email addresses may be shared by groups of staff, and should not normally be used for personal or confidential information.
 - 4.3.3. Personal comments about identifiable people should not be made in emails. The laws applying to defamation apply to emails, which are considered a form of publication.

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- 4.3.4. Email messages that reflect badly on Kibble or could expose it to legal liability must not be sent. Emails sent by a member of staff are equivalent to sending a letter on Kibble headed notepaper and an equivalent level of care should be exercised.
- 4.3.5. It is inappropriate use of email and the internet for employees to access, download or transmit any material which might reasonably be considered to be obscene, abusive, sexist, racist or defamatory or intended to harass or intimidate another person.
- 4.3.6. Try not to create email congestion by sending trivial messages or unnecessarily copying Emails. Employees should regularly delete unnecessary Emails to prevent over-burdening the system.
- 4.3.7. Employees should be aware that the email system is not designed as an efficient system for the long-term storage/archive of important information. Emails, which you need to retain for record keeping purposes, should be printed as 'hard copies' or saved in text/html format within your working directory structure.
- 4.3.8. By sending emails on the Kibble system, you are consenting to the processing of any personal data contained in that email and are explicitly consenting to the processing of any sensitive personal data contained in that email. If you do not wish Kibble to process such data you should communicate it by other means.
- 4.3.9. Staff also have a responsibility to be aware of the requirements of the Data Protection Act (DPA) and the Freedom of Information Act (FOIA) in relation to the use of Email.
- 4.3.10. Copyright applies to all text, pictures, video and sound, including those sent by email or on the internet. Files containing such copyright protected material must only be downloaded in accordance with the file licence or with permission of the author. They must not be forwarded or transmitted to third parties without the permission of the author of the material or an acknowledgement of the original source of the materials, as appropriate.
- 4.3.11. Copyrighted software must never be downloaded.
- 4.3.12. Extreme care should be taken when downloading material from the internet or opening external Emails if there is any suspicion that it might include a virus. If there is any doubt, the attachment should not be opened and the ICT department should be contacted immediately.
- 4.3.13. All systems on the Kibble network are subjected to user specific levels of web filtering. Weekly reports highlight, content, bandwidth usage, chronological logs and sites visited. Users should be aware of the internet monitoring systems in place. Should the user gain access to any site deemed inappropriate or offensive, the user is obliged to send a copy of the URL to the ICT department immediately.

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5. Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

6. Additions

Please see the section 7, *Email Etiquette*. The information in this document outlines the proper etiquette to be used when sending and receiving email. This information should be looked upon as a code of good practice regarding email.

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7. Email Etiquette

- Always consider that it is very difficult to convey tone of voice, irony, or sarcasm via email, and that it is therefore much easier to offend people.
- Always consider whether email is the most appropriate medium for the message you wish to deliver. Some communications are best dealt with in person or over the telephone; especially those of a sensitive or potentially confrontational nature.
- Never say anything in an email that you would not say to the recipient's face.
- Always include a subject line to your email. People like to know what they are being asked to read about, and some junk mail filters may incorrectly mark such mail as junk.
- Do not use capital letters out of context. Words that are all in capitals are considered to be shouted and as such are regarded as being rude.
- Do not use underlining for emphasis. In any web-based communication underlining signifies a hyperlink and should not be used for any other purpose.
- Many email clients have the facility to add a level of importance to an email. Do not overuse this facility as it can be considered rude to mark trivial communication as “important”.
- Many email clients have the facility to request a receipt when the recipient receives or reads the mail. These should only be used where there is some doubt that email is being relayed correctly, or where there is a specific and relevant reason why the sender needs to know at what point a message was read.
- Whenever possible send email in plain text. HTML mail takes up much more space, and not all mail clients fully support it. If you must use HTML mail, then try and stick to using the Times New Roman or Arial fonts as other fonts may not be rendered correctly in HTML mail. It is considered very bad etiquette to use HTML mail when sending to mailing lists or sending to a large number of recipients.
- Whenever possible do not include large PDF files as email attachments. It is far more preferable to send a link to where the recipient can download the file from, should they choose.