

52.11	Electronic Mail (Email)	POLICY
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1.0 PURPOSE

1.1 The purpose of this policy is to clearly identify NSCC's email service as a College-owned and managed resource and business tool. It enables compliance with all applicable legislation. This policy guides users in the effective and efficient management of this resource, while representing the values and priorities of the College.

2.0 SCOPE

2.1 This policy applies to all individuals who have been provided with an NSCC email account; NSCC provides email accounts to students, staff, and other authorized persons who are affiliated with the College in a professional capacity.

3.0 POLICY

3.1 LEGISLATION AND PRIVACY EXPECTATIONS

- a. Email, whether or not created or stored on NSCC equipment, constitutes a college record and is subject to disclosure under Nova Scotia's Freedom of Information and Protection of Privacy Act (FOIPOP).
- b. All records, including email, created in connection with NSCC's operations are subject to FOIPOP and are liable to be disclosed to third parties upon request in connection with the legislation's principles of openness and transparency.
- c. Under FOIPOP, NSCC is obliged to adopt a policy of accountability, openness and transparency and to provide a right of access to information with limited exceptions, which applies to email records as well as more traditional paper-based records.
- d. All email messages created or received by an NSCC user should be assumed to be NSCC's business records that are subject to review by NSCC and third parties under FOIPOP.
- e. NSCC policies and provincial legislation require that the NSCC maintain proper records of its activities and adopt proper record-keeping practices.
- f. There should be no expectation of user privacy in regard to email messages sent by or received from College email accounts or from College computers.
- g. Employees of NSCC shall not use any non-NSCC email accounts for carrying out NSCC business or processing NSCC business records.

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- h. Email messages can be searched, screened and reviewed in connection with any request made under FOIPOP or if there is a reasonable belief that a violation of any NSCC policy or legal obligation has occurred and that the email messages may afford evidence of such violation. This searching, screening and/or review may take place with or without further notice to the user.
- i. It is the responsibility of the sender to not knowingly use email to violate or contradict any applicable legislation such as Canada’s Anti-Spam Legislation (CASL) or FOIPOP.

3.2 ACCEPTABLE USE

- a. The College defines acceptable email activities as those that align with the mission, vision and values of the College and the sender’s job duties and responsibilities.
- b. All NSCC policies of general application, such as the *Respectful Workplace and Learning Environment policy* and the *Computer Usage policy*, apply to email communications.
- c. The same standards of conduct that are expected of students, faculty, staff, and contract staff regarding the use of other College facilities, services, and resources apply to the use of email.
- d. NSCC employees must follow the **Approved Email Signature** template.
- e. Email signatures **must not include** images, links, or any other content unless otherwise instructed and authorized by the College.

3.3 UNACCEPTABLE USE

Any message (business or personal) that contains content or language that has been identified as unacceptable is in violation of this policy. The following list, although not exhaustive, includes examples of unacceptable activities:

- a. Knowingly disseminating harassing, abusive, malicious, sexually explicit, threatening, intimidating or illegal information or images, including jokes or cartoons.
- b. Distributing any unsolicited email that is not related to College business and is sent without a reasonable expectation that the recipient would welcome such mail. Examples include but are not limited to unverified virus alerts, “for sale” or ads of a personal nature.
- c. Gaining unauthorized access to email or to breach any security measures on any electronic mail system, or to intercept any email transmissions without proper authorization.
- d. Using another person’s email account except as an “authorized delegate” initiated by the user of that account, or sending email messages that purport to be from another person.
- e. Violating or contradicting any College policy or procedure.

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- f. Engaging in any illegal activity or using the College's resources for any illegal.
- g. Using the email system in any manner that would bring the College into disrepute or would harm its standing in the community.
- h. Directly or indirectly interfering with College operation of computing facilities or email services, burdening the College with noticeable incremental cost.
- i. Sending large file attachments or embedded images to multiple recipients, which could result in an undue burden on the email system.

3.4 SECURITY AND INTEGRITY

- a. Use of College email services must not lead to disruptions to or impacts on College email services and internet access.
- b. NSCC email account holders should be aware that the College will never ask for confirmation of a username or password through an email message. Any attempts to gain this information should be identified to IT Services.
- c. NSCC email account holders who intend to send a message to a large number of external email recipients must submit requests through IT Services' Help Desk Ticket system*. Please note that not all requests will be approved. This process, as outlined in the procedure *Emailing to a Large Number of External Recipients*, is intended to ensure that requestors:
 - i. Identify a College business requirement for their email.
 - ii. Where required, manage message distribution through a campaign management tool that has been approved or supplied by the College.
 - iii. Secure and document the required permissions from message recipients.

*NOTE: Some exceptions apply. Please refer to the procedure *Emailing a Large Number of External Recipients* for details.
- d. NSCC email account holders who require a generic email address (e.g. dining@nscC.ca, libraries@nscC.ca) must submit a request through IT Services as outlined in the procedure *Requesting a Generic NSCC Email Address*. Please note that not all requests will be approved.
- e. NSCC email account holders who intend to send a **College-wide** email message to an internal NSCC distribution list (including but not limited to all staff or all students) must follow the steps outlined in the procedure *Accessing NSCC Internal Email Distribution Lists*. Please refer to the same procedure IF:

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- i. You must send a College-wide email but do not have access to the distribution list. If this is the case, you must identify a list user within your department/faculty and request that an email be sent on your behalf. Not all requests will be approved.
- ii. You must send a College-wide email but are unable to determine a list user. If this is the case, submit a request through the College’s IT Help Desk Ticket system, as outlined in the procedure.
- iii. You wanted to become a list user (maintain ongoing access to send College-wide email messages). If this is the case, you must submit an IT Help Desk Ticket as outlined in the procedure. Not all requests will be approved.
- f. NSCC email account holders who intend to send a **Campus-wide** email (including but not limited to “all staff on a specific campus” and “all students on a specific campus”) must contact the Campus Principal and/or their Manager/Academic Chair for approval and distribution as outlined in the procedure *Accessing NSCC Internal Email Distribution Lists*. Some exceptions apply. Please note that not all requests will be approved.
- g. Principals, Managers/Academic Chairs (or designate) will refer to the College’s Email Best Practices to support their decisions.

4.0 POLICY SUPPORTS

PROCEDURES

Accessing NSCC Email Distribution Lists
 Emailing a Large Number of External Recipients
 Requesting a Generic NSCC Email Address

SUPPORTING DOCUMENTATION & RESOURCES

NSCC Email Best Practices
 Approved Email Signature template
 Canada’s Anti-Spam Legislation (CASL) Frequently Asked Questions

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