



Category:	Information Technology Services (ITS)
Number:	6.06
Responsibility:	Chief Information Officer
Approval:	Board of Trustees
Approval Date:	
Issue Date:	November 2005
Next Review:	November 2007

INTRODUCTION

Electronic mail (e-mail) is being widely used to replace traditional forms of communication. To ensure that it is used responsibly, the University has adopted the following policy.

PURPOSE

The purpose of this policy is

- To clarify the various types of e-mail.
- To establish e-mail protocol.
- To outline acceptable uses of mailing lists.
- To outline the approval required for widely distributed emails.

SCOPE

Information technology (IT) resources include personal computers, workstations, mainframe computers, supercomputers, ORION, file/database/application/e-mail/web servers, network resources, connections to these networks, services offered over these networks, all forms of software, all related peripherals and communication infrastructure. It includes all information in electronic or audio-visual format that any hardware or software make possible the storage and use of such information.

This policy applies to anyone who uses any portion of the University IT environment, whether located at the St. Catharines or Hamilton campus or elsewhere. This includes access to the University's networks from any source and any leased properties from which the University operates.

This policy is intended to complement, not detract from any other agreements or policies in place at the University. Where this policy disagrees with collective or other existing agreements, the agreements will take precedence over this policy.

DEFINITIONS

In this policy:

Mass e-mail or **spam** refers to unsolicited and unwelcome e-mail sent to a large number of e-mail addresses. Mass e-mail and spam are considered mischief under the Criminal Code of Canada, and are specifically prohibited in the Computer Use Policy.

Listserv refers to mailing lists that are created for effective and efficient means of communicating via e-mail within a group. Typically this group has a common purpose that the Listserv facilitates through information sharing. Normal protocol for replies can be either directly to the individual soliciting feedback or to the group for sharing.

Electronic Notice Board refers to a web site which allows messages to be posted on the site as a method to communicate to various campus communities (e.g. class, all faculty, all staff, all students, senate).

Class E-Mail Lists allow en masse e-mail to the students enrolled in an individual course.

Administrative Notification refers to any necessary en masse direct communication via e-mail to all employees and/or students to advise them of a potential impact of a change in normal operations or an administrative decision (e.g. closing for inclement weather, safety precautions).

POLICY

1. Any individual who uses any of the University's IT resources, including e-mail and electronic notice boards must adhere to the Computer Use Policy and all other ITS policies and procedures, as applicable. All users are responsible for all matters pertaining to their access privileges to University IT resources.
2. E-mail is a form of correspondence between two or more individuals and is deemed private. Therefore, the University will not examine, interrupt or monitor the contents of any e-mail without user authorization unless there is just cause and due process is followed. The University, however, reserves the right to electronically scan e-mail for viruses and for efficiency purposes (e.g. lower priority for large e-mail attachments). E-mail will be backed up for operational purposes only (e.g. snap shot taken to be able to restore to point in time in case of an equipment malfunction) but no message logging will be performed.
3. E-mail users must properly identify themselves in any e-mail and provide valid, traceable identification where required. Email users must also make reasonable efforts to ensure that mail is directed to the correct recipient. Where individuals receive information that is obviously not intended for them, they should treat the information as confidential and return it to the sender or inform the sender and delete the e-mail.
4. Where individuals use Brock domain e-mail addresses for incidental personal purposes, they should make reasonable efforts to indicate that the e-mail is not being used in an official manner. The domain addresses (badger.ca & brocku.ca) carry the association with the University and should be treated as a privilege by all users, not to be abused.
5. Class E-Mail Lists must be destroyed at the end of the course to be consistent with the Freedom of Information and Privacy Protection Policy.
6. Administrative Notifications should be brief statements that clearly identify the purpose to the readers. The necessity, urgency and the duration of an event/activity must be communicated. To ensure broadcast messages carry the necessary authority, approvals will be made by the President's office.

RELATED POLICIES

Freedom of Information and Privacy Protection
Computer Use Policy