

E-Mail Policy

Vishwakarma University

Internal

Title: Email Policy	Doc No.:
Approval Date: 18-07-2020	Review: Annual
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1. Purpose

The purpose of this email policy is to ensure the proper use of VU's email system and make users aware of what VU deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within VU's Network.

2. Scope

This e-mail policy provides guidelines regarding the following aspects of e-mail as an official means of communication:

- Official use of e-mail for staff
- Student use of and responsibilities associated with assigned e-mail addresses
- Expectations of e-mail communication between faculty and student and staff and student

3. Objectives

Principal of this policy is to describe the acceptable use of the VU's email and related services, systems and facilities.

Objective is to build a long-lasting relationship with Students, Staff, and Interested Parties based on a foundation of trust. It is policy that all personal information collected, including that of customers, donors, sponsors, volunteers and staff of VU, is kept in the strictest confidence by VU and will not be disclosed and/or sold or traded to anyone except VU's staff, students and management.

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4. Policy Statement

- Use of email must be consistent with VU's policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
- VU's email account should be used primarily for VU's business- and Work-related purposes; personal communication and non-VU related commercial uses are prohibited.
- Students are expected to use their VU's email address when communicating electronically with the VU Staff, including communicating with faculty. Email messages received from students using the VU's email system will be treated as legitimate.
- VU's data contained within an email message or an attachment must be secured according to the Data Protection Standard.
- The VU's email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Staff who receive any emails with this content from any VU's staff, student should report the matter to their supervisor immediately.
- Users are prohibited from automatically forwarding VU's email to a third-party email system. Individual messages which are forwarded by the user must not contain VU's confidential or above information.
- Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct VU's business, to

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create or memorialize any binding transactions, or to store or retain email on behalf of VU. Such communications and transactions should be conducted through proper channels using VU's approved documentation.

- VU's Student, Staff, Faculties shall have no expectation of privacy in anything they store, send or receive on the VU's email system
- VU may monitor messages without prior notice.
- Users must not forward chain letters, junk mail, jokes and executables
- Users must consider the size of attachments and keep them as small as possible
- Create and use an email signature. Members of staff should use signatures which include their name, job title, phone number and 'address of VU'.
- Only mark emails as 'high priority', 'urgent' or 'important' if they genuinely are; the impact of using these markings will be reduced if they are used too often and inappropriately.
- When sending emails to a group of recipients, consider whether the 'Bcc' facility is more appropriate than the 'To' or 'Cc' facility. This could be the case where you are emailing a group who do not know each other, and you need to ensure they can't see each other's email addresses or where it is not appropriate for each recipient to know who else has received the email.
- Staff should check their email at least once each working day. If this is not possible, an appropriate 'out of office' reply should be turned on, stating when the account will be checked and who can be contacted in the meantime if the email needs urgent attention.

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- Students should check their VU's email accounts frequently.
- No email greater than 15-Mbytes (MB) can be accepted for delivery to a VU account.
- No email greater than 15-Mbytes (MB) can be accepted for transmission by the email servers.
- Email received from unknown sender/third-party kindly do not click on any link or do not open any attachment of that mail.
- Student and staff of VU should ensure that email is sent by legitimate users, if it is not and looks like spoof email then inform to the respective authority.

5. Data Retention

Information Held-

- These documents are updated at least once a year as will testify the revision history. The owner of these documents is the Chief Information Security Officer (CISO)

Information Collected-

- VU may collect, store and use the following kinds of personal data
 - Information about your computer/Mobile and about your visits to and use of our services including our website and end-user facing technology.
 - Information relating to any transactions carried out in order us to fulfil requests in association with our defined scope of works.

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- Information that you provide to us for the purpose of registering your personal profile and for access to our technology.
- Any other information that you choose to send to us which is pertinent to the scope of works.

6. Enforcement

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

7. Reference Document

- Business Continuity Plan
- Technical Vulnerability Management Policy
- HR IT policy

8. Distribution List

The following users have access to this policy:

- All Staff and Student of Vishwakarma University

9. Acronyms / Definitions

- VU: Here it refers to Vishwakarma University
- Staff: Here it refers to Teaching Staff/ Non-Teaching Staff/ Office Staff/ Peons

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