
Category: INFORMATION TECHNOLOGY**E-MAIL USE POLICY****I. PURPOSE**

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

It is the responsibility of all E-mail users to understand and comply with this policy. These guidelines are intended to provide SVCE employees with general examples of acceptable and unacceptable uses of SVCE's E-mail system.

II. SCOPE

This policy covers appropriate use of any E-mail sent from a SVCE E-mail address and applies to all employees, vendors, and agents operating on behalf of SVCE.

III. DEFINITIONS

"Chain E-mail or Letter" refers to E-mail sent to successive people. Typically, the body of the note has direction to send out multiple copies of the note and promises good luck or money if the direction is followed.

"E-mail" refers to the electronic transmission of information through a mail protocol such as SMTP or IMAP. SVCE's typical E-mail client is Microsoft Outlook.

"Forwarded E-mail" refers to an E-mail message resent from an internal network to an outside address.

"Sensitive Information" includes all data, in its original and duplicate form, which contains personal information, protected health information, customer record information, card holder data, confidential personal data, or information that is deemed to be confidential or is otherwise exempt from disclosure under state law.

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“Unauthorized Disclosure” refers to the intentional or unintentional revealing of Sensitive Information to people, whether inside or outside of SVCE, who do not need to know that information.

IV. POLICY**A. BUSINESS PURPOSE**

This E-mail policy governs the use of SVCE’s E-mail system at any location and using any device, SVCE-provided or other.

All use of E-mail must be consistent with SVCE policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.

SVCE E-mail account should be used primarily for SVCE business-related purposes; personal communication is permitted on a limited basis, but non-SVCE related commercial uses are prohibited.

The SVCE E-mail 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. Employees who receive any E-mails with this content from any SVCE employee should report the matter to their supervisor immediately.

Employees are prohibited from using SVCE resources to operate a business, conduct an external job search, solicit money for personal gain, campaign for political causes or candidates, or promote or solicit funds for a religious or other personal cause.

E-mail signatures, if used, shall only include business-related information such as name, title, SVCE contact information, SVCE logo, links to SVCE websites and/or social media accounts, and SVCE-related messages.

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B. PERSONAL E-MAIL ACCOUNTS

Incidental use of SVCE resources (computers and networks) for accessing personal E-mail accounts is acceptable but only via web browser (e.g., www.gmail.com, www.yahoo.com, etc.)

Employees may not configure auto-forwarding of SVCE E-mail to external E-mail accounts.

Employees may not use personal E-mail accounts or text messages to conduct official SVCE business.

Users are prohibited from using third-party E-mail systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct SVCE business, to create or memorialize any binding transactions, or to store or retain E-mail on behalf of SVCE. Such communications and transactions should be conducted through proper channels using SVCE approved documentation.

C. ACCESSING SVCE E-MAIL ON PERSONAL DEVICES

Any employee who connects to or stores SVCE work E-mail on his/her personal device is responsible for safeguarding access to his/her SVCE mailbox. Any such device used by the employee must be owned by the employee.

Access to an SVCE E-mail account must be under user control always. The employee is responsible for all E-mails sent out from his/her account whether or not s/he intended the E-mail to be sent. The employee is required to maintain a passcode to lock the device for as long as SVCE work E-mail is accessible from the device.

In the event the device is lost or stolen, the employee is required to change (or arrange to have changed) his/her network/E-mail password and any others that may be compromised as soon as possible and no more than 24 hours after the discovery of the theft or loss.

SVCE, its employees, directors and management staff are not liable for loss of personal information, files, etc. stored on

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employee's personal device as a result of access to SVCE's E-mail system.

D. PASSWORDS

E-mail passwords are the property of SVCE. Only specific SVCE approved personnel are authorized to access another employee's E-mail. Misuse of passwords, sharing of passwords with others, and/or the unauthorized use of another employee's password will result in disciplinary action, up to and including termination.

E. CONFIDENTIAL INFORMATION

Unless authorized to do so by the Chief Executive Officer, employees are prohibited from using E-mail to transmit confidential information to outside parties. Employees may not access, send, receive, solicit, print, copy, or reply to confidential or proprietary information about SVCE, its employees, clients, suppliers, and other business associates. Confidential information includes, but is not limited to: client lists, Social Security numbers and other personally identifiable information, employee performance reviews, trade secrets, passwords, and information that could create a liability for SVCE if the information were disclosed to the public.

F. NO EXPECTATION OF PRIVACY

All communications and information that pass through the SVCE computer systems, including E-mail, belong to the Agency. The federal Electronic Communications Privacy Act of 1986 gives management the right to access and disclose all employee E-mail messages transmitted or received via the organization's computer system. When it comes to E-mail, employees should have no expectation of privacy. SVCE reserves the right to access and monitor E-mail at any time for any reason without notice, and may disclose E-mail to regulators, courts, law enforcement agencies, and other third parties without the employee's knowledge or consent.

Category: INFORMATION TECHNOLOGY**G. OFFENSIVE CONTENT AND HARASSING OR DISCRIMINATORY ACTIVITIES ARE PROHIBITED**

Messages containing defamatory, obscene, menacing, threatening, offensive, harassing, or otherwise objectionable and/or inappropriate statements—and/or messages that disclose personal information without authorization—are prohibited. If you receive this type of prohibited, unsolicited message, do not forward it. Notify your supervisor and/or Director of Administration and Finance about the message.

H. BUSINESS RECORD RETENTION

E-mail messages are written business records and are subject to laws and policies for retaining and destruction of business records.

V. POLICY COMPLIANCE**A. COMPLIANCE MEASUREMENT**

The IT Department will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

B. NON-COMPLIANCE

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