

## Kingston University

### Acceptable Use Policy - Email

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## Contents

<b>1</b>	<b>EQUALITY STATEMENT .....</b>	<b>3</b>
<b>2</b>	<b>POLICY TITLE.....</b>	<b>3</b>
<b>3</b>	<b>POLICY STATEMENT.....</b>	<b>3</b>
<b>4</b>	<b>POLICY SCOPE.....</b>	<b>3</b>
<b>5</b>	<b>GOVERNANCE &amp; REVIEW .....</b>	<b>3</b>
<b>6</b>	<b>RELATED RESOURCES.....</b>	<b>3</b>
<b>7</b>	<b>POLICY:.....</b>	<b>3</b>
<b>7.1</b>	<b>Responsible Use of Email .....</b>	<b>3</b>
<b>7.2</b>	<b>Personal Use of Email.....</b>	<b>4</b>
<b>7.3</b>	<b>Email Security.....</b>	<b>4</b>
<b>7.4</b>	<b>Monitoring and Access to Email .....</b>	<b>4</b>
<b>7.5</b>	<b>SPAM .....</b>	<b>5</b>
<b>7.6</b>	<b>Attachments .....</b>	<b>5</b>
<b>7.7</b>	<b>Infringement .....</b>	<b>5</b>

## 1 Equality Statement

*Because we value diversity and equality highly we have designed this policy to be fair and inclusive. In putting this policy into practice we expect all members of the University community to abide by the spirit and detail of the Equality Act 2010 and One Kingston, our policy and strategy for equality, diversity and inclusion*

## 2 Policy Title

**Acceptable Use Policy - Email**

## 3 Policy Statement

Kingston University provides an email system for staff and students in order for them to efficiently carry out their work and study duties. When using the KU email system individuals should be aware that they are representing the University and so should do so responsibly.

This policy provides guidelines on using the KU email system effectively.

## 4 Policy Scope

This policy applies to all users of the KU Email system. Email is available to all users within the KU community who have agreed to abide by the Acceptable Use Policy for IT facilities.

## 5 Governance & Review

The policy owner will review the policy content annually at least.

The policy owner will review the policy immediately in circumstance where any detail within the policy has significantly changed.

This policy will be signed in the first instance by the policy owner, with subsequent approval by the CIO and final signoff by the University Information Committee.

All University policy documents must be signed and submitted to the University Secretary's office for record.

## 6 Related Resources

[Acceptable Use Policy – IT Facilities](#)

[Acceptable Use Policy – Social Media](#)

[Acceptable Use Policy – Mobile & BYO Devices](#)

## 7 Policy:

Please note that at time of publication the University email system is provided by Microsoft through their Office 365 product. Users of the KU email system are bound by the terms and conditions of this service, which can be found [here](#).

### 7.1 Responsible Use of Email

Users sending email from any KU owned domain (e.g. xxxxxx@kingston.ac.uk or xxxxx@kcg.co.uk), are seen as representatives of KU and as such should act in a responsible manner:

- The sending of abusive, offensive, defamatory, racial or sexual content within an email is strictly prohibited.
- The sending of email with content in breach of the University's 'Prevent' duty to safeguard staff and students from radicalisation is strictly prohibited.
- The sending of email that could be considered libellous to an individual or organisation is strictly prohibited.

## 7.2 Personal Use of Email

Users are permitted to use the KU email system for limited personal use providing they adhere to the following:

- Personal views are clearly stated as such.
- Purpose is not for financial gain to the user or other organisation.
- The use does not contravene the Acceptable Use Policy – IT Facilities.
- The use does not contravene the JANet Acceptable Use Policy.
- All personal email must be stored in a folder clearly marked as personal.
- The use of personal email should not impact an individual's performance at work.

## 7.3 Email Security

Email is not a secure form of communication and as such users must realise that any information sent via email may be seen by others. Users are responsible for ensuring they don't compromise information security:

- The security of email content cannot be assured. It is important that information of a personal, financial or sensitive nature is not communicated by email, and an alternative, secure form of communication is used instead.
- Users must not intercept or access other users' email without proper grounds and authorisation, and in accordance with the law.

## 7.4 Monitoring and Access to Email

The University may at any time permit the inspection, monitoring, or disclosure of email content;

### 7.4.1 When required by and consistent in law.

The University does not automatically comply with all requests for disclosure, but evaluates all such requests against the precise provisions of the Freedom of Information Act, Data Protection Act, The Regulation of Investigatory Powers Act, and other laws concerning disclosure and privacy, or other applicable law.

### 7.4.2 Policy compliance.

At the written request of the Vice Chancellor, Chief Information Officer or Human Resources Director (Staff) or Dean of Students (Students) and the University Secretary if there are reasonable grounds to believe that violations of University policies have taken place.

### 7.4.3 The University reserves the right to monitor email in order to;

- carry out system management, problem resolution, maintenance and capacity planning, to correct addressing problems or for similar reasons related to performance or availability of the system.
- to address security issues, including virus management and authorised surveillance, including tracking unauthorised access to a system.
- to meet time-dependent, critical business or operational needs or to carry out records management responsibilities; e.g. to conduct business during a crisis if

an employee is absent. The user will generally be informed at the earliest opportunity if this form of access is necessary.

## 7.5 SPAM

SPAM is defined as bulk email communications that are unsolicited, for example; an invitation to a personal birthday party sent to the entire KU user community would be considered SPAM:

- Users should not send SPAM email to other University staff or students.
- Users should not send SPAM email to non-University individuals.

## 7.6 Attachments

Users should avoid sending large amounts of information as an email attachment. It is preferable to save such files into a shared area and send recipients a link to that area.

Users must not send harmful or dangerous content as email attachments such as virus or worms.

The sending and forwarding of chain emails is also prohibited.

The sending of multimedia content such as video or music files must be considered carefully, as this can have a serious impact on network bandwidth. Where possible save such multimedia content to a shared area and send recipients a link to that area.

The sending of some attachments is blocked on the Email system; these include Executable files, JavaScript files and security certificate files. A full list is available from Information & Technology Services.

## 7.7 Infringement

Anybody using Kingston University IT facilities agrees to abide by the terms of any applicable policies. Users who are found to have breached the terms of relevant policies may be subject to warnings, verbal and written. In serious cases individuals will be subject to the University's disciplinary procedures.

Details of the staff disciplinary procedure can be found at:

<https://staffspace.kingston.ac.uk/dep/humanresources/hrpolicyandadvice/peoplematters/disciplinary/Pages/default.aspx>

Details of the student disciplinary procedure can be found at:

[www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulation/documents/student\\_disciplinary\\_procedure\\_A.pdf](http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulation/documents/student_disciplinary_procedure_A.pdf)