

Email Policy

1 Overview

Electronic email is pervasively used in almost all industry verticals and is often the primary communication and awareness method within an organization. At the same time, misuse of email can post many legal, privacy and security risks, thus it's important for users to understand the appropriate use of electronic communications.

2 Purpose

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

3 Scope

This policy covers appropriate use of any email sent from a Ilitera email address and applies to all employees, vendors, and agents operating on behalf of Ilitera.

4 Policy

- 4.1 All use of email must be consistent with Ilitera policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
- 4.2 Ilitera email account should be used primarily for Ilitera business-related purposes; personal communication is permitted on a limited basis, but non-Ilitera related commercial uses are prohibited.
- 4.3 All Ilitera data contained within an email message or an attachment must be secured according to the *Data Protection Standard*.
- 4.4 Email should be retained only if it qualifies as a Ilitera business record. Email is a Ilitera business record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.
- 4.5 Email that is identified as a Ilitera business record shall be retained according to Ilitera Record Retention Schedule.



- 4.6 The Ilitera 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. Employees who receive any emails with this content from any Ilitera employee should report the matter to their supervisor immediately.
- 4.7 Users are prohibited from automatically forwarding Ilitera email to a third party email system (noted in 4.8 below). Individual messages which are forwarded by the user must not contain Ilitera confidential or above information.
- 4.8 Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct Ilitera business, to create or memorialize any binding transactions, or to store or retain email on behalf of Ilitera. Such communications and transactions should be conducted through proper channels using Ilitera-approved documentation.
- 4.9 Using a reasonable amount of Ilitera resources for personal emails is acceptable, but non-work related email shall be saved in a separate folder from work related email. Sending chain letters or joke emails from a Ilitera email account is prohibited.
- 4.10 Ilitera employees shall have no expectation of privacy in anything they store, send or receive on the company's email system.
- 4.11 Ilitera may monitor messages without prior notice. Ilitera is not obliged to monitor email messages.

5 Policy Compliance

5.1 Compliance Measurement

The Infosec team will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

5.2 Exceptions

Any exception to the policy must be approved by the Infosec team in advance.

5.3 Non-Compliance

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

6 Related Standards, Policies and Processes

- Data Protection Standard

7 Definitions and Terms

None.



8 Revision History

Date of Change	Responsible	Summary of Change
September 2018	Ilitera Policy Team	Updated and converted to new format.