

Annexure 1: Policy Template



Aga Khan University Hospital

Document Title:	Email Policy		
Department / Division:	Information and Communications Technology (ICT)		
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1.0 Policy Statement:

This document outlines AKU's policy on Email Usage, emphasizing appropriate use of IT Resources and Services to support teaching, research, and administrative functions. It defines expected user behavior and mandates acceptance of ICT policies as a condition of use.

2.0 Terms and Definitions:

No specific terms or definitions required for this document.

3.0 Purpose:

This document outlines the Aga Khan University's (AKU or University) policy on Use of Email. AKU is committed to the appropriate use of Information Technology (IT) Resources and Services in support of its teaching, research, administrative and service functions. This policy defines the acceptable behavior expected from all users of this facility. The users are required to accept the IT policies and applicable requirements for the use of the IT facilities as a condition of use.

4.0 Scope:

This policy is applicable to all users of AKU's IT facilities. This includes all students, faculty members, employees, contract employees and any other non-full-time staff (the users). They need to be aware of this policy, their responsibility and legal obligations. All users are required to comply with this policy in order to protect themselves and AKU from any legal actions.

5.0 Responsibility:

All students, faculty, staff, and trainees.

6.0 Process / Procedure / Policy Content and Guidelines:

Document/Policy number

- 6.1 All use of email must be consistent with AKU's policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
- 6.2 The AKU email system must not 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.
- 6.3 It is strictly prohibited to use AKU emails for activities including but not limited to:
 - 6.3.1 Using email for conducting personal business.
 - 6.3.2 Using email for purposes of political lobbying or campaigning.
 - 6.3.3 Violating copyright laws by inappropriately distributing protected works.
 - 6.3.4 Posing as anyone other than oneself when sending email.
 - 6.3.5 The unauthorized use of email software.
 - 6.3.6 Revealing your account password to others or allowing use of your account by others.
 - 6.3.7 Providing unauthorized information including email addresses to parties outside the University.
 - 6.3.8 Circulation of any emails within and outside AKU that have potential negative impact or tarnishes AKU's image or cast aspersions on the integrity or character of someone employed in AKU. This may be intentional or unintentional.
 - 6.3.9 Sending or forwarding chain letters unnecessarily.
 - 6.3.10 Sending unsolicited messages to large groups except as required to conduct AKU business.
 - 6.3.11 Sending messages, for example, out of office, congratulatory or obituary should be sent to relevant groups with the approval of respective, divisional/entity heads.
 - 6.3.12 Sending or forwarding email that is likely to contain computer viruses. Employees are responsible to ensure that their virus protection is up to date.
 - 6.3.13 Sending or forwarding email that contains videos, audio and presentations files greater than 30 MB.
- 6.4 Employees who receive any emails with such content from any AKU employee should report the matter to their supervisor immediately.
- 6.5 AKU employees must have no expectation of privacy in anything they store, send or receive on the company's email system. AKU may monitor messages without prior notice. AKU is not obliged to monitor email messages.
- 6.6 Electronic mail users must not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of University or any unit of the University unless appropriately authorized explicitly to do so. A user should not use a University email address to express their private views. If the address is used, then a disclaimer should be included to make it clear to the recipient that the views expressed are the author's own and do not represent the University. An example of a simple disclaimer is: "the opinions expressed are my own, and not necessarily those of my employer."
- 6.7 Users must not forward, store or receive confidential institutional data on non-AKU email addresses including but not limited to Gmail, Hotmail and Yahoo.

- 6.8 Confidential and/or Highly Confidential information sent via email or as email attachments must be encrypted.
- 6.9 Email Accounts:
- 6.9.1 Email accounts for all users are created upon information/authorization received from Human Resources and Student Affairs Department respectively.
- 6.9.2 Email accounts may also be granted to third party non-employees on a case-by case basis after a formal approval from Vice President - Human Resources.
- 6.9.3 Persons who may be eligible for a temporary email account could include but not limited to:
- i. Contract Employees associated for minimum of three months
 - ii. *Volunteers associated for a minimum of three months*
- 6.9.4 All users of AKU's email system are required to agree to the Email Use Policy prior to receiving an email access account and password.
- 6.9.5 All terms, conditions, and restrictions governing email use will apply.
- 6.9.6 Email access will be terminated when the employee or third party terminates their association with AKU, unless other arrangements are made.
- 6.10 Mailbox Retention:
- 6.10.1 When a person leaves AKU, his/her account will be disabled as soon as notification from HR is received.
- 6.10.2 Mailbox will be retained for thirty days and later on it will be removed from the system.
- 6.10.3 The data contents can be provided if required to the relevant department within thirty days from the date when his/her account was disabled.
- 6.11 Backups:
- 6.11.1 In case of disaster, ICT will restore the users email functionality and mailbox data to a state prior to the Disaster event but no guarantees can be given. It is recommended that users should backup the data.
- 6.11.2 ICT will not restore individual messages or folders where these have been lost through accidental deletion by the users.
- 6.12 Logs of email traffic are retained for up to 15 days. These may be examined by system administration staff in order to trace faults or gather evidence of misuse. AKU ICT will not verify/trace individual messages whether are received or sent on user requests.
- 6.13 No emails will be deleted from user's mailbox without user consent.
- 6.14 Number of recipients, Message and Mailbox size:
- 6.14.1 University reserves the right to limit the number of recipients per message which can be changed from time to time.
- 6.14.2 *The message size which can be sent over the email system should not exceed 30 MB for all types of messages.*

6.14.3 *Default mailbox size/quota allocated to users upon creation of email account is 2 GB.*

6.15 All exceptions must be approved by the management and recorded.

6.16 Disciplinary Actions

6.16.1 The failure by the users to comply with these Policies may result in loss of access to some or all of IT Resources and/or loss of access privileges to IT Resources. In addition, violators of these Policies may be subject to criminal and/or civil penalties and to disciplinary action, up to and including termination.

7.0 Compliance Reference:

No specific regulatory reference is provided for this policy.

8.0 Measures of Compliance:

No specific measures of compliance.

9.0 Reference:

No specific references provided.

10.0 Related Institutional Documents:

Acceptable Use of IT Assets Policy.

11.0 Annexures:

No additional documents provided.

12.0 Author:

Shumail Khalid, Senior Manager Service Delivery.

13.0 Key Searchable Terms:

Email, Mailbox

14.0 Documents Change Record:

Review #	Review Date (dd-mm-yyyy)	Description Of Change	Identification of Change	Approved By