



# Guidelines on Email Usage



TRIANZ INTERNAL

[trianz.com](http://trianz.com)

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## 1. Introduction

E-mail is extensively used for all communication in TRIANZ. The following guidelines aim to reduce e-mail risks and suggest strategies for secure e-mail usage and position both employees and organization in a professional manner before internal and external audiences.

## 2. Objectives

This guideline covers the following aspects:

- Authorization of Usage
- E-mail Administration
- Directions for usage
- E-mail System Integrity
- Disclaimer

## 3. Scope

All individual users (Employees, Consultants and others associated with TRIANZ) who use the E-mail services provided by TRIANZ.)

## 4. Guidelines

### 4.1 Authorization of E Mail Usage

Only employees and other persons duly authorized by the appropriate TRIANZ authority shall be permitted to use TRIANZ's E-mail systems and resources. HR shall initiate the User Access Registration on the Local E-mail server, for a new joinee by raising request to IS Service Desk.

The IS team shall create a unique user profile within 2 working days from the day IS team gets the request from HR. The IS team shall check the previous username on the database and shall create only unique e-mail from the history (Firstname.lastname).

The HR initiates deregistration of user access to the Local E-mail Server on termination / resignation / transfer of the employee by raising a request to IT servicedesk. The IS team shall deactivate the email access on the same day subject to the approval from Delivery Head / Project Manager.

For parting employees, the HR shall raise a request for deactivation and the same is taken care of by the IS Team.

#### **4.1.1 User Identification and User Password Management**

All authorized users shall be provided with a unique user-identification (user-id.). The users shall be provided access to the mailing system based on their user id and a password as per the standard policy (firstname.lastname). The Password Management exercised by the user shall be in accordance with the Password Policy of TRIANZ.

#### **4.1.2 Setting Usage Norms & Protection**

The IT team shall administer the Local e-mail system with appropriate settings of the mailbox size, maximum size of out-going attachment etc.; the mailbox size allocated to all the users 50 GB to 100 GB, Functional Head / Project Managers 100 GB , Delivery Head / Directors and above designated management staff 100 GB. All E-mail attachments should not exceed the size of 10 MB. Exceptions to this if any, shall be explicitly authorized by the IS Manager/CIO. Appropriate virus protection Spam filters, spoof detections and ransomware protections shall also be implemented on all the mail server(s) and these shall be updated periodically and as necessary, to ensure total protection at all times.

#### **4.1.3 Company Property**

All messages generated on or handled by electronic communication systems, including back-up copies, are considered to be the property of TRIANZ, and are not the property of users of the electronic communication services.

Note: In respect of client administered e-mail systems, the property right may vest with TRIANZ or the client, depending on the terms of engagement.

## 4.2 Directions for Usage

### 4.2.1 Purpose of Use

The use of TRIANZ's E-mail system must be related to business needs. Incidental and occasional personal use of E-mail may occur when such use does not generate a direct/indirect cost for TRIANZ. Any such incidental and occasional use of TRIANZ's E-mail resources for personal purposes is subject to the provisions of this guideline.

### 4.2.2 Importance of E-mail

TRIANZ considers E-mail as an important and effective means of communication. TRIANZ recognizes the importance of E-mail content and speed of response in conveying a professional image and providing good client service.

## 4.3 E-mail System Integrity

### 4.3.1 No Default Protection

Employees are reminded that even though TRIANZ electronic communication systems shall be encrypted for all mails sent within the organization, it is advisable not to send any sensitive information through such mails in plain text.

### 4.3.2 Monitoring of Communications

TRIANZ committed to respecting the rights of its employees, including their reasonable expectation of privacy. TRIANZ shall not monitor E-mail as a routine matter but it may do so to the extent permitted by law, as TRIANZ deems necessary for purposes of maintaining the integrity and effective operation of the E-mail systems.

To the extent permitted by law, TRIANZ reserves the right to access and disclose the contents of users' E-mail without the consent of the user.

TRIANZ reserves the right to intercept and filter out in-coming and outgoing mails/ attachments, especially the executables /documents, whenever a virus threat is anticipated or for checking data leaks.

Any user of the Trianz's E-mail resources who makes use of an encryption device to restrict or inhibit access to his or her E-mail must provide access to such encrypted communications when requested to do so.

This is not applicable in respect of client administered E-mail system.

#### **4.3.3 Inspections and Disclosure of Communication**

TRIANZ reserves the right to inspect and disclose the contents of E-mail in the course of an investigation triggered by indications of misconduct or misuse to respond to legal processes as needed to locate substantive information required to TRIANZ business that is not more readily available by some other means to support operational, maintenance, auditing and security related activities

#### **4.3.4 No Guaranteed Message Privacy**

TRIANZ's- cannot guarantee that E-mail communications shall be private. Employees should be aware that E-mail communications though fully protected by TRIANZ against all known vulnerabilities, there is still a chance for it to be forwarded, intercepted, printed, and stored by others. Further more, others can access electronic communications in accordance with this guideline.

#### **4.3.5 Statistical Data**

Consistent with generally accepted business practice, TRIANZ collects statistical data about Email communications. Using such information, the IS Server team shall monitor the use of E-mail communications to ensure continuous availability and reliability of these systems.

Note: This is not applicable in respect of client administered E-mail system.

## 4.4 E Mail Forwarding

Email forwarding is strictly restricted to personal email IDs, users are not allowed to use auto email forwarding to personal IDs for any corporate emails.

Recognizing that some information is intended for specific individuals and may not be appropriate for general distribution, electronic communications users should exercise caution when forwarding messages.

## 4.5 E-mail etiquette

### Do's:

- Write well-structured mails. Always include a short and descriptive subject heading
- TRIANZ's E-mail style is informal. Keep the sentences short and to the point
- Start your E-mail with 'Hi', 'Hello' or 'Dear', and the name of the person
- End the message with "Warm Regards" or 'Best Regards' or 'Thanks and regards'
- Use spell checker before you send out an E-mail
  - Include your name, Job title, Company Name, Contact Details, if appropriate in signature
- Compress attachments wherever possibleDo not send unnecessary attachments
  - If you forward mails, state clearly what action you expect the recipient to do
  - Only mark E-mail as important / priority if they really are important / priority
  - Delete any E-mail message that you do not need to have a copy of
  - Periodically purge messages, no longer needed for business purposes, from your personal E-mail message storage areas

### Don'ts:

- Do not write E-mails in capitals

- Do not subscribe to a newsletter or news group without prior permission from your supervisor
- Do not use the E-mail resources for personal monetary gain or for commercial purposes that are not directly related to TRIANZ's business
- Do not use offensive words or abuse words in the email
- Do not send copies of documents /software in violation of copyright laws
- Do not capture /intercept and / or open E-mail not meant for you, except as required in order for authorized employees to diagnose and correct delivery problems
- Do not use E-mail to harass or intimidate others or to interfere with the ability of others to conduct

#### TRIANZ's business

- Do not use E-mail systems for any purpose restricted or prohibited by law or regulations
- Do not forward mails (dot forward) to Public E-mail service providers (Hotmail, Yahoo, etc.)
- Do not indulge in "spoofing" i.e., constructing an E-mail communication such that it appears to be from someone else
- Do not indulge in "Snooping", i.e., obtaining access to the files or E-mail of others.
- Do not attempt unauthorized access to E-mail or breaching the security measures on any E-mail system
- Do not send mail addressed to all employees without consulting IS Group
- Do not make or post indecent remarks, proposals or materials
- Do not reveal or publicize confidential or proprietary information which includes, but is not limited to: financial information, new business and product ideas, marketing strategies and plans, databases and the information contained therein, client lists, technical product information, computer/network access codes and business relationships

- Do not use mail systems for charitable endeavors, private business activities, amusement / entertainment purposes unless expressly approved by TRIANZ
- Never create either the appearance or the reality of inappropriate use of E-mail system
  - Do not send mass greeting cards
  - Do not forward E-mail to multiple addresses unless it serves genuine business purposes

## 4.6 Security of Email

A unique email ID is assigned to each employee of Trianz. This email ID is for official use only. The employee shall sign an agreement on usage of e-mail at the time of joining. Employees shall strictly adhere to this agreement.

- IS Team shall be responsible for administering E-mail services and E-mail back ups.
- Only designated IS team members owns The Global admin delegation
- User ID and e-mail accounts are deleted at the time of separation.
- Size of outgoing mails is limited to 10MB. Mails greater than this size are deleted automatically.
- Spam is an unacceptable use of the STPI IP network. Spam includes any of the following activities:
  - Posting a single message or messages similar in content to more than five online forums or newsgroups.
  - Collecting the responses from unsolicited email.
  - Sending email with charity requests, petitions for signatures, or any chain mail related materials.
  - Sending email that does not accurately identify the sender, the sender's return
  - Address and the email address of login.
  - Users can report any suspected or spam emails from the outlook report button

### Virus infected mails

- E-mail communication with outside world is protected. Email attachments are auto scanned on mail server by Antivirus Software

**For Trianz Process Improvement Group (TPIG) Purpose Only**

**Version History**

Ver. No.	Author	Reviewer	Approver	Date	Reason for Change	Change Description
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8.0	Vijaya	Balu & Siva	Srikanth M	29-May-25	For Approval	Approved and Baseline



## Contact Information

Name

Email

Phone

## Thank You

[infosec@trianz.com](mailto:infosec@trianz.com)



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