



Email Security Policy

TRIANZ INTERNAL

trianz.com

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Table of Contents

| | |
|--|----------|
| 1. PURPOSE | 4 |
| 2. SCOPE | 4 |
| 3. OBJECTIVE | 4 |
| 4. ROLES AND RESPONSIBILITIES | 4 |
| 5. POLICY | 5 |
| 1.1 5.1 Acceptable Email Usage | 5 |
| 1.2 5.2 Email Account Privacy and Responsibility | 6 |
| 1.3 5.3 Email Account Expiry and Deletion | 6 |
| 1.4 5.4 Quotas and Limits | 7 |
| 6. MEASUREMENT AND REPORTING | 7 |
| 7. EXCEPTION(S) | 7 |
| 8. ISO CONTROL MAPPING | 7 |

1. Purpose

The purpose of this email policy is to ensure proper use of Trianz email system and make users aware of what deems as acceptable and unacceptable use of its email system.

This policy outlines the minimum requirements for the use of email within Trianz Network.

2. Scope

- This policy is intended to detail the rules of conduct for all associates and contractors of Trianz who use email services. This Email Policy applies for the purpose of sending or receiving email messages and attachments, of any IS facilities, including hardware, software and networks, provided by the Trianz.
- The Policy is applicable to all Trianz Associates, Contractors, and Vendors, clients and other authorized users of Trianz Email System.

3. Objective

4. Roles and Responsibilities

| Sl No | Item | Roles | Responsibility |
|-------|------------------------|-------------------|---|
| 1. | Email Service | Associates | Use of email Service by Associates at Trianz adopts and implies compliance with this policy, without exception. |
| 2. | Email Service Access | IS Operations | Responsible for providing and maintaining central email systems. |
| 3. | Training and Awareness | InfoSec Assurance | Periodic Information Security Awareness training. |

| | | | |
|----|----------------------------------|-------------------|--|
| 4. | Audit & Compliance | InfoSec Assurance | Annual Policy & Compliance Review |
| 5. | Unauthorized Email Service usage | HR | Disciplinary action on associates for not adhering to the policy requirements. |

5. Policy

5.1 Acceptable Email Usage

- IT Infrastructures provided by Trianz for Email Services should use in a responsible, effective and lawful manner.
- Associates should not transmit any material that infringes the copyright of another person, company or Trianz including intellectual property rights.
- Associates shall have no expectation of privacy in anything they store, send or receive on the company's email system.
- Associates should not transmit any offensive, obscene or indecent images, data or other material.
- Associates should not transmit any material that is abusive or threatening to others, serves to harass or bully others, discriminates or encourages discrimination on racial or ethnic grounds, or on grounds of gender, sexual orientation, marital status, and disability, political or religious beliefs.
- Associates should not transmit any material that violates the privacy of others or unfairly criticize, misrepresent others; this includes copying distribution to other individuals.
- Associates should not transmit anonymous messages or deliberately forging messages or email header information, (i.e. without clear identification of the sender) or for 'flaming'.
- Associates are prohibited from automatically forwarding email to a third-party email system Individual messages which are forwarded by the user must not contain confidential or above information
- Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct

business. Such communications and transactions should be conducted through proper approval from InfoSec Assurance and IS Operations.

- It is strictly forbidden to use Trianz's email system for anything other than legitimate business purposes. Therefore, sending of personal emails, chain letters, junk mail, and jokes is prohibited. All messages distributed via the Trianz's email system are Trianz's property.
- Letters, files and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender, to another recipient associates may be liable for copyright infringement.

5.2 Email Account Privacy and Responsibility

- Trianz IS Operations strives to protect the privacy of system users, and respects the privacy of correspondence between associates.
- Particular care should be taken when sending confidential or commercially sensitive information. If in doubt, please consult Trianz IT Service desk.
- Trianz confidential messages should be distributed to Trianz associates. Forwarding to locations outside is prohibited.
- If you receive any offensive, unpleasant, harassing or phishing messages via email or intranet you are requested to inform your Manager or the IT Personnel immediately.
- Trianz reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose.

5.3 Email Account Expiry and Deletion

- During termination of employment, associates email accounts shall be disabled and emails will be deleted by IS Operations based on instructions provided by Trianz Human Resources function.
- Long Term Leave:
 - Email accounts will be disabled by Trianz IS Operations upon notification from Human Resources for an employee leave of over one month, including sick leave, maternity leave and sabbatical leave. Emails will be retained. The email account will be re-activated upon the employee's return to work.
 - Requests to maintain the email account as active during an employee's long-term leave must be submitted to the Human Resources Office by the Associates Manager/Supervisor for approval.

5.4 quotas and Limits

- Email policies include mechanisms to limit the size of messages to prevent the overloading of servers and network bandwidth.
- There are limits on the size of an email that can be received and transmitted. No email greater than 10 MB can be accepted for delivery. No email greater than 10 Mbytes can be accepted for transmission by the email servers.

6. Measurement and Reporting

- InfoSec Assurance team will verify compliance to this policy through various methods, including but not limited to, periodic walk-through, business tool reports, internal and external audits, and feedback to the policy owner.
- Non-Compliance: An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

7. Exception(s)

- Any exception to the policy must be approved by the InfoSec Assurance team and IS Operations in advance.

8. ISO Control Mapping

| Category of Control | ISO 27001:2022 Control | Document Name as per ISO 27001:2022 |
|------------------------|--|-------------------------------------|
| Technological Controls | 8.1 User end point devices- Information stored on processed by or accessible via user end point devices shall be protected | Email Security Policy |

Document Control

| | | | |
|---------------|------|--------------------|----------------|
| Owner: | CISO | Release ID: | EMSEC-POL-0049 |
|---------------|------|--------------------|----------------|

For Trianz Process Improvement Group (TPIG) Purpose Only

Version History

| Ver. No. | Date | Author | Reviewer | Approver | Reason for Change | Change Description |
|----------|-----------|-----------|---------------|-----------------|-----------------------|---|
| 0.1 | 27-Apr-18 | Kamadev | Gangadhar | Kamadev | Initial | Initial Draft |
| 1.0 | 20-Jun-18 | Kamadev | | Kamadev Pradhan | Approval for Baseline | Baseline |
| 1.1 | 11-May-20 | Karthik N | | Karthik N | Review | Updated information classification and format changes |
| 2.0 | 14-May-20 | Karthik N | Phani Krishna | Karthik N | For Approval | Approved and Baselined |

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| 2.1 | 18-Jan-21 | Karthik N | Phani Krishna | Karthik N | For Review | Updated information classification and format changes |
| 3.0 | 18-Jan-21 | Karthik N | Phani Krishna | Karthik N | For Approval | Approved and Baselined |
| 3.1 | 06-Oct-21 | | Karthik N | | For Review | Minor changes in section 3 (Roles and Responsibilities) |
| 4.0 | 11-Oct-21 | | Karthik N | | For Approval | Approved and Baselined |
| 4.0 | 21-Dec-21 | Karthik N | Karthik N | Karthik N | Annual Review | No change |
| 4.1 | 13-Mar-22 | Sanjana | Karthik N | Sanjana | For Review | The scope has been extended to products and services |
| 5.0 | 15-Mar-22 | Sanjana, | Karthik N | Sanjana | For Approval | Approved and Baselined |
| 5.1 | 03-May-23 | Shalini, Rama Madhavan | Balu Nair | Srikanth | For review | Reviewed Migrated to new template |
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|-----|-----------|-----------|--------|----------|---------------|--|
| 6.1 | 15-Feb-24 | Vijaya | Balu | Srikanth | For Review | Updated the section ISO Control Mapping aligning to ISO 27001:2022 |
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