



Electronic Mail Policy

iGRC (Governance, Risk & Compliance)



RESTRICTED

Contact Details



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1 INTRODUCTION

Email service is critical for business functionality of every organization. The purpose of this policy is to ensure the proper use of [REDACTED] email system and make users aware of what [REDACTED] deems as acceptable and unacceptable use of its email system. Users have the responsibility to use Email service resource in an efficient, effective, secure, ethical and lawful manner.

The [REDACTED] reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

2 SCOPE

This policy applies to all employees who directly or indirectly interact with the Interactive Group Email service.

3 POLICY FOR EMAIL ACCOUNT CREATION

There are four different categories under which an email account is created.

1. [REDACTED]
2. External Customer (Client)
3. Department Alias
4. Group Alias

The email addresses created under these categories are generally used for official discussions. The policies for the email creation under this category are mentioned below.

- a) Only managers and above can request for the email creation.
- b) A legitimate reason should be outlined for the requested email account.
- c) Timeline should be defined against each email account for external customers/clients by line manager or HR.
- d) A minimum of three individuals are required to create an alias. In case of restrictions in some applications minimum limit is 2 individuals. If an alias is created an owner shall be defined who will be liable to reply for any query.
- e) The request for the account creation should only be submitted to the HR department.
- f) HR department should thoroughly analyze the email account creation request and should name the aliases according to their defined methodology.
- g) It is responsibility of the HR department to forward and follow-up the Email account creation request to the Email Administrator.

4 E-MAIL NOMENCLATURE

As per [REDACTED] Mail server policy the prefix and email addresses will be:

- a) IAC [REDACTED] Email ID will be first-name dot (.) last-name, i.e:
[REDACTED]
- b) IAC Aliases: iac-AliasName@iacgrp [REDACTED]
- c) For [REDACTED] Email ID [REDACTED] firstname dot (.) lastname dash (-) project code: i.e
firstname.lastname-projectcode@iacgrp.com
- d) In case of 2nd [REDACTED] the first initial and last name will be used to create email id
i.e. firstinitial.lastname@iacgrp.com. Alphabets and numeric [REDACTED] added for
segregating e mail IDs
Example: Full Name – Naveed Shoaib
Email – n.shoaib@iacgrp.com
- e) In case of 3rd [REDACTED] the first name and last initial will be used to create email id
i.e. firstname.lastinitial@iacgrp.com. Alphabets and numeric [REDACTED] added for
segregating e mail IDs
Example: Full Name – Naveed Shoaib
Email – naveed.s@iacgrp.com

5 IAC E-MAIL BEST [REDACTED]

[REDACTED] email as an important [REDACTED] of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore IAC wishes users to adhere to the [REDACTED] guidelines:

5.1 WRITING EMAILS:

- a) Write well-structured emails and use short, descriptive subjects.
- b) [REDACTED] email style is formal. You are [REDACTED] to start your e-mail with [REDACTED]
[REDACTED] and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smiley however, is not encouraged.
- c) Signatures must include your name, job title and company name [REDACTED]
For example
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] || [REDACTED] || [REDACTED]
[REDACTED] || [REDACTED]
- d) Use the spell checker [REDACTED] you send out an email.

- e) Do not send unnecessary attachments.
- f) Do not write emails in capitals.
- g) If you forward mails, state clearly what action you expect the recipient to take.
- h) Mark emails as important only if they really are important.

5.2 CONFIDENTIAL INFORMATION

While sending secret information by e-mail must encrypt or use Winrar with password protection [at least 8 alphanumeric] as per information security policy. Then provide the recipient with the password by means of other communication, for instance by telephone.

5.3 DISCLAIMER

The following disclaimer will be added to each outgoing email: (if necessary)

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.'

5.4 SYSTEM MONITORING

You must have no expectation of privacy in anything you create, store, send or receive on the company's computer system. Your emails can be monitored without prior notification if [redacted] deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the [redacted] reserves the right to take disciplinary action, including termination and/or legal action.

5.5 EMAIL ACCOUNTS

All email accounts maintained on our email systems are property of [redacted] Passwords should not be shared and should be changed as per password policy. Email accounts not used for 6 months will be deactivated and possibly deleted.

5.6 E MAIL QUOTA ALLOCATION

Initially 1 GB quota will be allocated to the user; if the mail inbox exceeds the allotted quota then space increase request will be initiated by vertical head. The new quota allocation will depends on the discretion of the concerned manager which is maximum of 1GB.

5.7 POLICY FOR PASSWORD RESET

If the user forget his password then the approval from manager HR will be required for further action, the user may be ask to give the justification for the said purpose.

At the time of exit of the sensitive user mailboxes will be stored for 6 months and access to the mailbox will only be given with the approval/witness of the Executive Director. As well as the line manager can take the backup of the user who is leaving the organization else the account will be deleted after Six (6) Months on the direction of manager HR. For line manger Executive Director has the right to retain or to delete the e-mail account

5.8 DISCLOSURE OF OFFICIAL EMAIL

It is not authorized to display your official email ID on personnel blogs, social networking websites e.g. facebook, linkedin, twitter etc or any other public forums. In case of research/publications where the display of official email is required, written approval from the CISO/ED is mandatory. Please make sure that the official email address is masked using the following format: nauman[dot]Abdullah[at] [REDACTED] dot]com

5.9 EMAIL AUTO AWAY MESSAGE

It is recommended to use auto reply/ auto away email messages if you are going for vacations or just away on a business trip.

5.10 ON BEHALF OF

All vertical heads shall identify and nominate one personnel who can handle all correspondence on their behalf.

5.11 UNINTENDED RECIPIENT

In case of receiving an unintended email, it is the responsibility of the recipient to delete it immediately and inform the respective sender and/or line manager and/or HR department. Moreover you are not authorized to share the contents of received email with anyone.

5.12 OFFICIAL EMAIL

Only executive director, HR department and C level management are authorized to float emails on companywide email aliases e.g [REDACTED] isb, [REDACTED] F7 etc.

5.13 SPAMMING

If you receive SPAM emails in your inbox please do not click on any link or file attachments and immediately forward it to the [secure.me@\[REDACTED\].com](mailto:secure.me@[REDACTED].com).