



EMAIL ABUSE 07.100.09

Authority:	CIO
History:	Updated May 25, 2021; reformatted May 25, 2005; approved by Board of Trustees October 28, 2004; revised October 23, 2003; effective January 18, 2002
Source of Authority:	UNC System Office Policy Manual, Chapter 1400 "Information Technology" International Organization for Standardization ISO/IEC 27002
Related Links:	Policy 07.100.00 Responsible Use of Information Technology Resources
Responsible Office:	Information Technology Services

I. Purpose

Information technology resources are limited resources designed to facilitate the instruction, learning, dissemination of scholarly information, research, and business needs of the campus community. They are not to be used wastefully, or to impede, interfere with, restrict, cause harm to or impair the rights or activities of other users.

II. Policy

- A. Users are prohibited from engaging in activities involving email that violate university policy or cause harm to resources and/or to other users. Among the activities prohibited under this policy are:
1. Sending unapproved unsolicited bulk messages. Refer to [UNCW Policy 07.200.14 Mass E-mails](#) for details concerning approved bulk email (e.g., newsletters, updates, etc.).
 2. Use of email to give the impression that you represent the university unless you are authorized to do so.
 3. Use of email for unlawful activities, commercial purposes, or personal financial gain, except where university policy permits financial gain.
 4. Forging the sender address to mislead the recipient of the origin of the message ("spoofing").
 5. Fraudulent attempts to obtain information or access.
 6. Interfering with the normal operation and availability of electronic communication systems

and services.

- B. Users are also referred to UNCW Policy 07.200.14 Mass E-mails for guidelines on the authorized use of email for the dissemination of information.
- C. Users must use university approved email systems for university business.
- D. Users should contact the ITS Technology Assistance Center for information concerning methods of protecting themselves from email abuse.

III. Enforcement / Addressing Concerns

See Policy 07.100.00 Responsible Use of Information Technology Resources for information on enforcement and reporting concerns.