**SERVICE DESK EMAIL POLICY**

**LEGAL IMPLICATIONS –**

**Email is meant to be used as an effective business tool only. Email will be used in an effective and lawful manner. Please be aware of the following legal implications.**

* **If you send an email with any defamatory, offensive, racist or obscene remarks, you and the service desk may be held liable to legal action.**
* **If you forward an email with any defamatory, offensive, racist or obscene remarks, you and the service desk may be held liable to legal action.**
* **If you forward or send any confidential information over email, you and the service desk can be held liable to legal action.**
* **If you forward an email that contains a virus, you and the service desk can be held liable to legal action.**
* **Email is discoverable in a court of law, and can be used as evidence. There is no presumption of confidentially or privileged communication.**

**EMAIL POLICY –**

**Email is a limited resource and extreme care should be taken to minimize the size and number of attachments that re sent. All attachments should have a legitimate business purpose. Email with graphics or colored backgrounds require far more resources than plain emails and should not be used for business correspondence. Due to the possibility of viruses sent via email in attachments, virus scanning software should be kept current. Although the firewall scans for viruses and attachments with malicious intent, an individual who forwards a known virus into or within the service desk may have their email account deactivated, may be subject or legal actions, and may face termination.**