# Document Control

## Versioning

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| --- | --- | --- |
| **Name** | **Date** | **Reason** |
| Version 1 | February 1, 2019 | Placed into production |

## Applicable Parties

This document is strictly confidential and should only be distributed or viewed by the following parties:

* HAL Designated Associates
* HAL Regional Employees (Compartmented to the Division)
* HAL Management Team
* HAL Auditing Team

## Review Period

This document is subject to review by the Information Security Policy Committee (ISPC) at a minimum interval of quarterly (every 3 months) at a maximum interval of bi-annually (every 6 months).

### Previous Reviews

|  |  |  |
| --- | --- | --- |
| **Committee** | **Review Date** | **Approval Date** |
| ISPC | 7/15/2018 | 8/1/2018 |
| CEO | 1/21/2019 | 1/22/2019 |
| Corporate CIO | 1/23/2019 | 1/23/2019 |

# Purpose

To provide direction on the use of email and messaging technology ay HAL and to aid in prevention of damage to the public image of HAL. When email leaves the HAL domain the general public will tend to view that message as an official policy statement from HAL.

# Scope

## Applicability

This policy covers appropriate use of any email sent from a HAL email address and applies to all employees, vendors, and agents operating on behalf of HAL.

## Ownership

This policy is under the direct control of the HAL Corporate CIO with input from other members of management with an interest in the program.

# Policy

## General Guidelines

### Expected Response Rate

Each HAL branch is expected to constantly monitor their local and corporate email systems. HAL has an expected response rate of 2 hours on all external information requests, and 1 hour on all internal information requests. Even suspicious external email information requests should be answered on the chance that the source is a valid potential customer with extenuating circumstances.

### Prohibited Use

The HAL email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any HAL employee should report the matter to their supervisor immediately.

### Personal Use.

Using a reasonable amount of HAL resources for personal emails is acceptable, but non-work related email shall be saved in a separate folder from work related email. Sending chain letters or joke emails from a HAL email account is prohibited. Virus or other malware warnings and mass mailings from HAL shall be approved by HAL VP Operations before sending. These restrictions also apply to the forwarding of mail received by a HAL employee.

### Monitoring

HAL employees shall have no expectation of privacy in anything they store, send or receive on the company’s email system. HAL may monitor messages without prior notice. HAL is not obliged to monitor email messages.

## Retention:

The Email Retention Policy is intended to help employees determine what information sent or received by email should be retained and for how long. The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via electronic mail or instant messaging technologies.

All employees should familiarize themselves with the email retention topic areas that follow.

Questions about the proper classification of a specific piece of information should be addressed to your manager. Questions about these guidelines should be addressed to Infosec.

This email retention policy is secondary to HAL policy on Freedom of Information and Business Record Keeping. Any email that contains information in the scope of the Business Record Keeping policy should be treated in that manner. All HAL email information is categorized into four main classifications with retention guidelines:

* Administrative Correspondence (4 years)
* Fiscal Correspondence (4 years)
* General Correspondence (1 year)
* Ephemeral Correspondence (Retain until read, destroy)

### Administrative Correspondence

HAL Administrative Correspondence includes, though is not limited to clarification of established company policy, including holidays, time card information, dress code, work place behavior and any legal issues such as intellectual property violations. All email with the information sensitivity label Management Only shall be treated as Administrative Correspondence. To ensure Administrative Correspondence is retained, a mailbox admin@halcorp.biz has been created, if you copy (cc) this address when you send email, retention will be administered by the IT Department.

### Fiscal Correspondence

HAL Fiscal Correspondence is all information related to revenue and expense for the company. To ensure Fiscal Correspondence is retained, a mailbox fiscal@halcorp.biz has been created, if you copy (cc) this address when you send email, retention will be administered by the IT Department.

### General Correspondence

HAL General Correspondence covers information that relates to customer interaction and the operational decisions of the business. The individual employee is responsible for email retention of General Correspondence.

### Ephemeral Correspondence

HAL Ephemeral Correspondence is by far the largest category and includes personal email, requests for recommendations or review, email related to product development, updates and status reports.

### Instant Messenger Correspondence

HAL Instant Messenger General Correspondence may be saved with logging function of Instant Messenger, or copied into a file and saved. Instant Messenger conversations that are Administrative or Fiscal in nature should be copied into an email message and sent to the appropriate email retention address.

### Encrypted Communications

HAL encrypted communications should be stored in a manner consistent with HAL Information Sensitivity Policy, but in general, information should be stored in a decrypted format.

### Recovering Deleted Email via Backup Media

HAL maintains backup tapes from the email server and once a quarter a set of tapes is taken out of the rotation and they are moved offsite. No effort will be made to remove email from the offsite backup tapes.

# Enforcement

Any employee found to be in violation this policy may be subject to disciplinary action, up to and including termination of employment.