Murdoch UNIVERSITY

Email and Electronic Messaging Policy

Purpose:	To provide guidance to the University community when using email and electronic messaging facilities, that the systems are used appropriately and there are adequate processes in place to protect all users, University systems and the University's reputation.		
Audience:	Staff		
Supporting Guidelines:	*Email and Electronic Messaging Guidelines* *Email Recordkeeping Guideline* *Brand Guideline* *Staff Announcements Guidelines*		
Contact Officer:	Director Information Technology Systems	**Phone:**	See Campus Directory

Preamble:

Email, electronic messaging and communications facilities provided by Murdoch University enable staff to undertake activities associated with teaching, research, outreach and administrative tasks.

Objectives:

1. To provide guidance in following all applicable University requirements and state and federal laws while using University supplied email and electronic messaging systems.

2. To provide guidance in following appropriate protocols in messages sent by Murdoch University staff.

3. To minimise the amount of unsolicited emails received by University staff.

4. To provide guidance on usage of Murdoch University email and electronic messaging systems, ensuring all messages are professional and adequately reinforce the University's reputation.

Policy:

1. Email and Electronic Messaging Systems and Use

1.1. Use of University email and electronic messaging systems is a major tool in today's workplace and staff are encouraged to make use of email where appropriate for teaching, research or University business purposes.

1.2. The University may limit, restrict, or extend access to email and electronic messaging systems.

1.3. Murdoch University may monitor and examine any information on or transiting through its systems. This includes the ability to monitor and examine staff internet usage and the content of emails sent and received from Murdoch email accounts.

1.4. Occasional personal use of electronic messaging systems is acceptable but University email and electronic messaging systems are not intended for staff to conduct business other than official University business.

1.5. Emails and other electronic messages should not contain content which may be considered offensive, harassing, obscene or threatening.

1.6. Emails and other electronic messages should not be used for the exchange of proprietary information, trade secrets, or any other privileged, confidential or sensitive information outside Murdoch University or outside a defined privileged group.

1.7. Emails and other electronic messages should not be used for the creation and exchange of advertisements, solicitations, chain letters and other unsolicited information.

1.8. Electronic messages should not be used for the creation, storage or exchange of information in breach of copyright laws.

1.9. Unsolicited emails or electronic messages that are sent to non-University recipients must include an ability for the individual to opt-out of receiving future electronic messages. Opt-outs collected through this method must be communicated to and managed by the owner of the contact database used for this purpose.

1.10. Individuals accessing email or electronic messaging systems other than those with delegated authority to do so, may not read or send messages from another individual's account or system, except under prior authorised arrangements with written agreement from the Director Information Technology Services.

1.11. Email is not a secure mechanism to transmit passwords or similar authentication information.

1.12. All University staff must have and actively use a Murdoch University email address for contact and collaboration purposes. This address must be accessible through the University's electronic messaging system for email, calendar appointments, room and resource bookings.

2. Retention of Emails

2.1. Emails are Official University Records. Like other records, emails are subject to the *State Records Act 2000* and other legislation such as the *Freedom of Information Act 1992.*

2.2. Emails are also subject to legal processes such as Discovery and Subpoena. The *Email Recordkeeping Guideline* provides assistance for staff with managing email in accordance with the Act and applies to the contents of email messages, attachments and any information associated with the communication.

3. Protection from Unsolicited Messages

3.1. All email delivered to, sent from, sent between, or received through the University's email systems will be automatically examined and categorised to determine if it is deemed to be "spam", "suspected-spam" or "not spam".

3.2. Email messages that fall in the category of:

3.2.1. "spam" will be deleted immediately and not delivered;

3.2.2. "suspected spam – Murdoch University Warning" will be delivered to the intended individual or group and include a tag that identifies the message as suspected spam;

3.2.3.   "not spam" will be delivered to the intended individual or group.

3.3.   The University's email system will be configured to reduce the likelihood that email that is "not spam" will not be incorrectly categorised as "spam".

3.4.   Records of all email processed on the University's email systems, including email that is categorised as "spam" will be kept for up to four weeks. The records will include the sender's address (from), delivery address (to), time of receipt by Murdoch University systems and subject line.

4.   University Announcement Messages

4.1.   Announcements are only sent on matters of importance and are clearly labelled as an "Announcement" in the subject line of the electronic message, or the first line of the message if the transmission medium does not support a subject line.

4.2.   Announcements are not intended for communications which are commercial, which target specified groups of people (with the exception of Staff or Students), or which deal with routine and repetitive activities for example:

4.2.1.   Sales of goods or services;

4.2.2.   Announcements from clubs, societies or external organisations;

4.2.3.   Political announcements;

4.2.4.   Non-Murdoch seminars and courses;

4.2.5.   Material specific to a School or Office;

4.2.6.   Personal announcements (e.g. lost and found);

4.2.7.   File attachments or lengthy messages.

4.3.   **Vice Chancellor Announcements** are high level communications from the Vice Chancellor (or his/her Office) and broadly affect the entire Murdoch community.   These announcements are tagged as "*Vice Chancellor's Message*" in the subject line.

4.4.   **Staff Announcements** broadly affect all staff and are tagged as "*Staff Announcement*" in the subject line and include information such as:

4.4.1.   Health and Safety;

4.4.2.   Working conditions;

4.4.3.   Facilities e.g. power, IT network, roads, operations and systems;

4.4.4.   General University events or news.

4.5.   **Student Announcements** broadly affect all students and are tagged "*Student Announcement*" in the subject line and include information such as:

4.5.1.   Health and Safety;

4.5.2.   Facilities e.g. power, IT network, roads, operations and systems;

4.5.3.   Student services – Announcements that should be read by particular groups of students;

4.5.4.   Teaching and learning – Announcements relevant to the Learning Management System (LMS), the Lecture Recording System, Library services, or other broad teaching and learning areas;

4.5.5.   Student elections – Announcements related to the annual student elections.

4.6. **Events**

    4.6.1. If an event is to be publicised in a University Announcement, the message content should be authorised by the Director Marketing Communications and Advancement before distribution.

5. Email Access on Termination

5.1. When a staff member leaves the University the email account will be disabled at close of business on the last working day as determined by the People and Culture Office (PCO), and incoming and outgoing mail services will no longer be active for that account. This also includes mail rules that were previously set up, such as email forwarding.

Supporting Procedures:

There are no supporting procedures.

Supporting Guidelines:

Supporting Guideline	Approval Authority
Email and Electronic Messaging Guidelines	Director Information Technology Services
Email Recordkeeping Guidelines	University Secretary
Brand Guidelines	Director Marketing, Communications and Advancement
Staff Announcements Guidelines	Director Marketing and Communications

Supporting Standards:

There are no supporting standards.

Performance Indicators:

There are no performance indicators.

Definitions:

The definition of these terms appears in the "Dictionary of Terms". Please refer to the "Dictionary of Terms" in Policy and Procedure Manager™ to ensure you are referring to the latest version.

"Authentication"

"Confidential"

"Electronic Messaging"

"Email"

"Individual"

"Not spam"

"Password"

"Record"

"Spam"

"Suspected Spam"

Related Documents:

Brand Guidelines

Email and Electronic Messaging Guidelines

Email Recordkeeping Guideline

IT Conditions of Use Policy

Privacy Policy

Staff Announcements Guidelines

References:

Freedom of Information Act 1992
    https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_353_homepage.html

State Records Act 2000
    http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_924_homepage.html

SPAM Act 2003 (Cth)
    http://www.austlii.edu.au/au/legis/cth/consol_act/sa200366/

Approval and Implementation:

Approval Authority:	Chief Operating Officer
Responsible Officer(s):	Director Information Technology Services
	Director Marketing, Communications and Advancement

Revision History:

Version	Date Approved	Effective Date (if later than 'Date Approved')	Next Review Date	Resolution No. (if applicable)
Reviewed no changes made	18/11/2019		16/08/2020	
Administrative amendment	06/03/2017		16/08/2019	
Approved by COO	16/08/2016		16/08/2019	
Amendments approved by Director ITS	30/06/2016		30/06/2019	
Approved by Provost	22/05/2014		22/05/2017	