

IT Email Policy

Ealing, Hammersmith &
West London's College

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1.0 Purpose

Email is provided by, and is a part of, Google's G-Suite service and is available to all College staff and students. The purpose of this Policy is to describe the acceptable use of email.

2.0 Scope

This Policy applies to all members of the College including staff, students and other authorised users, for the purpose of sending or receiving email messages, attachments and sharing of files.

3.0 Policy

3.1 Policy Statement

In general, email is not appropriate for transmitting sensitive or confidential information unless an appropriate level of security matches its use for such purposes. The email system is not designed to be a record retention system.

The College's main purpose in providing IT facilities for email is to support the teaching, learning and approved business activities of the College.

Users are expected to act in accordance with this Policy based on common sense, common decency and civility and are strongly encouraged to use the same level of personal and professional courtesy when using email, as they would with any other form of communication.

In particular Users are expected not to:

- Create or transmit material which brings the College into disrepute.
- Create or transmit material that is illegal.
- Create or forward unsolicited commercial or advertising material, chain letters, press releases or other junk-mail of any kind.
- Transmit to a third party confidential material concerning the activities of the College.
- Transmit material such that this infringes the copyright of another person, including intellectual property rights.
- Create or transmit material which is designed or likely to cause annoyance, inconvenience or anxiety.
- Create or transmit material that is abusive or threatening to others, serves to harass or bully, discriminates or encourages discrimination on racial or ethnic grounds, or on grounds of gender, sexual orientation, disability, political or religious beliefs.
- Create or transmit defamatory material or material that includes claims of a deceptive nature.

- Engage in activities that violate the privacy of others or unfairly criticise, misrepresent others; this includes copying distribution to other individuals.
- Create or transmit anonymous messages or deliberately forging messages or email header information, (i.e. without clear identification of the sender).
- Neither members of staff nor students should use their private email addresses for communication. All communication between staff, students and outside agencies should be via the User's College assigned email address.

4.0 Staff Email

4.1 Staff Email Signature

Email signatures cannot be centrally set for staff email accounts through the Google G-Suite service. Therefore, all staff are expected to ensure their email signature is in line with the agreed format, as below:

Your Name | Job Title |
West London College | Gliddon Road | London W14 9BL |

Contact me | Your Email Address | Your Telephone Number | wlc.ac.uk |
Follow us | @ EHWLC | @ EHWLCommercial | fb EHWLC |

4.2 Staff Google+ Profile

A Google+ profile is created for each member of staff and it is designed to be an independent service, allowing staff to retain their Google+ profile even after they have left employment from the College. In order to support this, the Google+ profile is designed so as to not be centrally manageable by the IT administrators of the College.

In order to ensure that both Google Mail and Google+ profile display the member of staff's ID card picture it is the responsibility of the member of staff to must ensure their College assigned Google+ profile picture is the same as their ID card.

4.3 Staff Email Disclaimer

All staff email originating from the College will have the following information automatically appended in the footer:

Please consider the environment - do you really need to print this e-mail?

This email is sent in confidence for the addressee only. It may contain confidential or sensitive information. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone. Unauthorised recipients are requested to preserve this confidentiality and to advise Ealing, Hammersmith & West London's College of any errors in transmission by contacting 020 8741 1688. Any views or opinions expressed are solely those of the author and do not necessarily represent the views of Ealing, Hammersmith & West London's College.

The exact wording of the disclaimer may change from time to time and will be amended by the IT Services department on authorisation from the College Senior Leadership Team or Head of Marketing and Communications.

5.0 Suspension of Email Accounts

Staff email accounts are automatically suspended once their network login account is disabled, for example, when a member of staff leaves the College. Suspended mailboxes can be delegated to the line manager or other senior member of staff upon request.

Student email accounts are suspended once the student leaves the College, and deleted 3-months thereafter. Deletion of the student's email account includes deletion of all Google G-Suite services including Google Drive. It is the responsibility of the student to ensure they migrate any data they wish to retain from their Google Email and Drive as appropriate and within 3-months of leaving the College.

6.0 Disciplinary Process

The College reserves the right to audit compliance with the policy from time to time. Any disciplinary action, arising from breach of this policy, shall be taken in accordance with the College's Disciplinary Policy. Disciplinary action may ultimately lead to dismissal.

7.0 Deviations from Policy

Unless specifically approved, any deviation from this policy is strictly prohibited. Any deviation from or non-compliance with this policy shall be reported to the Head of IT Services.