



## 300.1(7) Procedures

### Policy 300.1 Acceptable Use of Technology [Email]

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#### 300.1(7.1) Account Access, Activation and Termination

The Finance and Administration Division (Technology Sub-Division) is responsible for managing account activation and termination for all users.

7.1.1 Email access at Nova Central School District is controlled through individual accounts and passwords.

7.1.2 All employees of NCS D may receive an email account.

7.1.3 Email accounts may be granted or denied to third party non-employees on a case-by-case basis. Non-employees may include:

- a) NCS D students
- b) Post-secondary students completing internship with the district
- c) Contractors
- d) Volunteers
- e) Other, as determined by the Manager of Information Services.

7.1.4 All new users shall be required to accept a *NCS D Use of Email Agreement* when receiving an email account and password.

7.1.5 The Human Resources Division shall notify the technology division when a new employee starts work with the district, or when an employee's association with NCS D is terminated, for the purposes of activating or inactivating an email account.

7.1.6 Managers/school administrators shall request an email account from the Manager of Information Systems or his/her designate when one is required for an individual other than an employee, and shall notify him/her when that individual's association with NCS D is terminated.

7.1.7 Email access shall be set as inactive when a user's association with NCS D is terminated, except where

otherwise approved by the *NCS D Manager of Information Systems*. Users will normally be given 14 days to address their email content prior to the account being set inactive.

- 7.1.8 Departing employees are responsible for ensuring that their email records and mailboxes are in order before they leave.
- 7.1.9 NCS D is under no obligation to store or forward the contents of an individual's mailbox after the individual's association with NCS D has ceased.
- 7.1.10 Group distribution lists are to be updated at a minimum once per school year, by the person who initiated or requested the account.
- 7.1.11 Email accounts that have not been accessed in the last 90 days may be set inactive.
- 7.1.12 Email accounts that are inactive for one year shall be terminated unless otherwise approved by the Manager of Information Systems.

### 300.1(7.2)

#### **Expectations and Responsibilities of Users**

- 7.2.1 It is the responsibility of the user to protect the confidentiality of his/her email account and password information. Employees are also expected to refrain from establishing this same password for personal purposes (e.g. to access a home computer or personal email).
- 7.2.2 NCS D employees are expected to check their email in a consistent and timely manner for official communications, including important district announcements and updates.
- 7.2.3 Users are responsible for mailbox management, including organization and cleaning (e.g. deleting transitory and personal emails), and to comply with data storage quotas as set by the Technology Division.
- 7.2.4 Users are expected to be cautious when opening emails or attachments from unknown or unsigned sources, in order to prevent the spread of computer viruses.
- 7.2.5 Users of the board-owned email system are solely responsible for the content disseminated via email. Users are reminded that conduct via email may reflect on the reputation of Nova Central School District. All users are expected to treat email in a professional manner and to practice responsible use of email.

7.2.6 It is expected that any individual who receives an offensive email will report it to their manager or school principal and relevant technology staff.

### 300.1(7.3)

#### **Appropriate Use of Email**

Appropriate use of email by individuals includes:

- 7.3.1 Communicating with fellow employees, business partners of NCSD, government departments and other public bodies, and members of the school community, within an individual's assigned responsibilities.
- 7.3.2 Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- 7.3.3 Participating in approved educational or professional development activities related to an individual's assigned responsibilities.

### 300.1(7.4)

#### **Inappropriate Use of Email**

The board-owned email system at Nova Central School District is not to be used for purposes that could be reasonably expected to strain storage or bandwidth or interfere with others' use and enjoyment of the email system and services. Email use must comply with all applicable laws and NCSD policies and procedures.

The following activities are deemed inappropriate use of the board-owned email system and services and are prohibited:

- 7.4.1 The use of email for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
- 7.4.2 Use of email in any way that violates federal or provincial laws, or NCSD policies, rules or administrative orders.
- 7.4.3 Viewing, copying, altering or deleting email accounts or files belonging to NCSD or another individual without authorized permission.
- 7.4.4 Sharing email account passwords with another person, or attempting to obtain another person's email account password. Email accounts are only to be used by the registered user.
- 7.4.5 Excessive personal use of the board-owned email system and services. NCSD permits infrequent and

brief personal use for communication with family and friends, independent learning and public service so long as it does not:

- a) Interfere with staff productivity
- b) Interfere with the business of the organization
- c) Consume more than a minimal amount of technological resources
- d) Compromise the district in any way.

7.4.7 Use of the board-owned email systems and services for unsolicited mass mailings, commercial activities, political campaigning, dissemination of chain letters, spam and use by non-registered users.

### 300.1(7.5)

#### **Monitoring and Confidentiality**

7.5.1 The email system and services are owned by NCS D and are therefore its property. Email traffic, including personal emails, passing through the board-owned system may be accessed, archived or monitored under certain circumstances. Such circumstances may include, but not be limited to, situations where there is reasonable suspicion that a user has:

- a) Breached confidentiality
- b) Harassed another individual by email
- c) Accessed inappropriate materials (e.g. child pornography).

7.5.2 Monitoring will be carried out by a staff person as designated by the Director of Education.

7.5.2 Monitoring may include a review for legal proceedings or observation by management in cases of suspected abuse or loss of productivity.

7.5.3 NCS D may be required to provide email records, including excerpts, in response to an access to information request under provincial legislation or in response to a court order.

7.5.4 Archival and back-up copies of email messages may exist, despite user deletion. These may be necessary to:

- a) Ensure system reliability
- b) Prevent data loss
- c) Meet regulatory and litigation needs.

7.5.5 If NCS D has reasonable grounds to suspect activities that do not comply with applicable laws or policies, email records may be retrieved and used to document the activity in accordance with due process.

**300.1(7.6)****Safeguarding Information**

- 7.6.1 Email should never be considered secure because once it is sent, the email becomes the property of the receiver and the sender loses control over the distribution.
- 7.6.2 Users are advised to practice extreme caution when transmitting personal or confidential information by email. Users should:
- a) Double-check addresses;
  - b) Reduce c.c. and b.c.;
  - c) Take particular care when replying to an email and reduce `reply to all `;
  - d) Not write anything in an email that they would not feel comfortable putting on letterhead;
  - e) Avoid opening email attachments on public computers (e.g. hotel lobbies, airports).
- 7.6.3 Steps should be taken to protect personal/confidential information to be transmitted by email, such as masking personal identifiers (e.g. not including names) and encrypting the information in an attachment.
- 7.6.4 Email records that constitute the business of the district should be:
- a) Filed in an appropriate mailbox folder, on a network server and/or by hard copy in an appropriate file where necessary.
  - b) Be retained for a minimum of one year unless otherwise designated by a NCS D manager or required by law or district policy.
- 7.6.5 Email records that constitute the business of the district include the following:
- a) Instructions about critical operations or policy directions.
  - b) Decision-making with respect to the operations or service delivery of the district.
  - c) Evidence of compliance or accountability.
  - d) Information with potential business, legal, program, research or archival value.
- 7.6.6 When using email to correspond, only board-owned email should be used to transact the business of the district.