



## **BRISBANE SENIORS ONLINE**

### **EMAIL POLICY**

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## EMAIL USE POLICY

### INTRODUCTION

Brisbane Seniors OnLine makes email available to its members and this email use policy describes the rules governing email use within BSOL. It also sets out how members are expected to behave when using email.

This policy should be read alongside other key policies. In particular, Members should also read BSOL's data protection and internet use policies.

### WHY THIS POLICY EXISTS

Email is a standard way to communicate in business. It's used widely and is arguably just as important as the telephone.

Like any technology, email can cause difficulties if used incorrectly or inappropriately.

This email policy:

- Reduces the security and business risks faced by Brisbane Seniors OnLine
- Lets members know how they are permitted to use BSOL email
- Ensures members follow good email etiquette
- Helps BSOL satisfy its legal obligations regarding email use

### POLICY SCOPE

This policy applies to all members at Brisbane Seniors OnLine who use BSOL's email system.

It applies no matter where that email use takes place: on BSOL premises, while travelling or while working from home. It applies to use of BSOL email on any device, no matter whether owned by BSOL or members.

## GENERAL EMAIL GUIDELINES

### BUSINESS EMAIL USE

Brisbane Seniors OnLine recognises that email is a key communication tool. It encourages its members to use email whenever appropriate.

For instance, members may use email to:

- Communicate with learners or mentors

- Market BSOL's products/ Offerings
- Distribute information to colleagues / members

BSOL also recognises that email is an important tool in many people's daily lives. As such, it allows members to use their BSOL email account for personal reasons, with the following stipulations:

- All rules described in this policy apply equally to all email use across our network. For instance, inappropriate content is always inappropriate, no matter whether it is being sent or received for business or personal reasons.
- Personal email use must not affect the email service available to other Members. For instance, sending exceptionally large files by email could slow access for other members.
- Members may access their own personal email accounts at BSOL, if they can do so via our internet connection. For instance, a member may check their Yahoo or Google Mail.

#### Authorised Members

- Only people who have been authorised to use email at Brisbane Seniors OnLine may do so.
- Authorisation is usually provided by the President or BSOL Management Committee. It is typically granted when a new Member joins BSOL management structure and is assigned their login details for BSOL IT systems.

Unauthorised use of BSOL's email system is prohibited.

Members who use BSOL email without authorisation — or who provide access to unauthorised people — may have disciplinary action taken against them by the Management Committee.

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## EMAIL SECURITY

Used inappropriately, email can be a source of security problems for BSOL. Members of BSOL email system must not:

- Open email attachments from unknown sources, in case they contain a virus, Trojan, spyware or other malware.
- Disable security or email scanning software. These tools are essential to protect the business from security problems.
- Send confidential BSOL data via email. The ICT Manager can advise on appropriate tools to use instead.
- Access another member's BSOL email account. If they require access to a specific message (for instance, while an employee is off sick), they should approach the President or the ICT Manager.
- Members must always consider the security of BSOL's systems and data when using email. If required, help and guidance is available from BSOL ICT Manager
- Members should note that email is not inherently secure. Most emails transmitted over the internet are sent in plain text. This means they are vulnerable to interception.
- Although such interceptions are rare, it's best to regard email as an open communication system, not suitable for confidential messages and information.

Inappropriate email content and use

- BSOL email system must not be used to send or store inappropriate content or materials.
- It is important members understand that viewing or distributing inappropriate content via email is not acceptable under any circumstances.

Members must not:

- Write or send emails that might be defamatory or incur liability for BSOL.
- Create or distribute any inappropriate content or material via email.

Inappropriate content includes: pornography, racial or religious slurs, gender-specific comments, information encouraging criminal skills or terrorism, or materials relating to cults, gambling and illegal drugs.

This definition of inappropriate content or material also covers any text, images or other media that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

- Use email for any illegal or criminal activities.
- Send offensive or harassing emails to others.
- Send messages or material that could damage Brisbane Seniors OnLine's image or reputation.

Any member who receives an email they consider to be inappropriate should report this to the President or the ICT Manager.

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## COPYRIGHT

Brisbane Seniors OnLine respects and operates within copyright laws. Members may not use BSOL email to share any copyrighted software, media or materials owned by third parties, unless permitted by that third party.

Members must not use BSOL's email system to perform any tasks that may involve breach of copyright law.

Members should keep in mind that the copyright on letters, files and other documents attached to emails may be owned by the email sender, or by a third party. Forwarding such emails on to other people may breach this copyright.

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## CONTRACTS AND LIABILITY

Members must be careful about making commitments or agreeing to purchases via email. The acceptance of an offer may form a legally-binding contract.

Brisbane Seniors OnLine Association only accepts liability for contracts which the management committee has authorised.

## EMAIL BEST PRACTICE

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### EMAIL ETIQUETTE

Email is often used to communicate with members, partners and other important contacts. Although a relatively informal medium, members should be aware that each email they send does affect BSOL's image and reputation.

It's a good idea to follow rules of good email etiquette.

Members must:

- Not forward on chain emails or 'humorous' messages. These clog up people's in-boxes and some topics are not appropriate for the workplace.
- Always use a meaningful subject line rather than leaving it blank or using a single word like 'hello'.

- Only use the 'important message' setting sparingly, for messages that really are important.
- Never ask recipients to send a 'message read' receipt. Many people find these annoying and not all email services support them.
- Not use ALL CAPITAL LETTERS in messages or subject lines. This can be perceived as impolite. (Implies you are shouting)
- Be sparing with group messages, only adding recipients who will find the message genuinely relevant and useful.
- Use the 'CC' (carbon copy) field sparingly. If someone really needs to receive a message, they should be included in the 'to' field.
- Use the 'BCC' (blind carbon copy) field to send group messages where appropriate. It stops an email recipient seeing who else was on the email.

#### Internal email

- Email is a valid way to communicate with colleagues. However, it tends to be overused for internal communication.
- Members should keep these points in mind when emailing colleagues:
- It's rarely necessary to 'reply all'. Usually, it's better to reply and then manually add other people who need to see a message.
- Would the issue be better addressed via a face-to-face discussion or telephone call?
- Is email the best way to send a document out for discussion? Often, it becomes very hard to keep track of feedback and versions.

## POLICY ENFORCEMENT

### MONITORING EMAIL USE

BSOL email system and software are provided for legitimate business use.

BSOL therefore reserves the right to monitor members' use of email.

Any such examinations or monitoring will only be carried out by a Management Committee delegated member.

Additionally, all emails sent or received through BSOL's email system are part of official Brisbane Seniors OnLine records. BSOL can be legally compelled to show that information to law enforcement agencies or other parties.

Members should always ensure that the business information sent via email is accurate, appropriate, ethical, and legal.

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## POTENTIAL SANCTIONS

Knowingly breaching this email use policy is a serious matter. Members who do so will be subject to disciplinary action, up to and including termination of employment.

Members, contractors and other Members may also be held personally liable for violating this policy.

Where appropriate, BSOL will involve the police or other law enforcement agencies in relation to breaches of this policy.

However, BSOL is unlikely to take formal action if a member fails to adhere to the guidelines in the 'email best practice' section.