	COLLEGE OF THE NORTH ATLANTIC **OPERATIONAL PROCEDURE**

TOPIC: ELECTRONIC MAIL (E-MAIL) & INTERNET USAGE			
Procedure No.	IS-502-PR	**Division**	Information Systems
Supersedes	n/a	**Board Policy Ref.**	GP-GR-807, GP-GR-803, GP-A-104 & GP-RR-904
Related Policies	IS-502, IS-503 & IS-504	**Effective Date**	November 4, 2016 (R1)

PROCEDURES

College of the North Atlantic encourages the use of e-mail and respects the privacy of users. It does not routinely inspect or monitor e-mail or internet usage. Nonetheless, subject to the requirements for authorization, notification, and other conditions specified in this Policy, the College may deny access to its e-mail and internet services and may inspect or monitor e-mail:

- i. When required by and consistent with law;
- ii. When there is reason to believe that violations of law or of College policies have taken place;
- iii. When there are compelling circumstances; and
- iv. Under time-dependent, critical operational requirements.

If there is evidence that guidelines set out in this policy are not being adhered to, College of the North Atlantic reserves the right to take disciplinary action, including termination and/or legal action.

1.0   Definitions

Record	"Record" means a record of information in any form and includes information that is written, photographed, recorded or stored in any manner,

	but does not include a computer program or mechanism that produced records on any storage medium.
Personal Information	"Personal information" means recorded information about an identifiable individual including: (a) the individual's name, address or telephone number; (b) the individual's race, national or ethnic origin, colour, or religious or political beliefs or associations; (c) the individual's age, sex, sexual orientation, marital status or family status; (d) an identifying number, symbol or other particular assigned to the individual; (e) the individual's fingerprints, blood type or inheritable characteristics; (f) information about the individual's health care status or history, including a physical or mental disability; information about the individual's educational, financial, criminal or employment status or history; (h) the opinions of a person about the individual; (i) the individual's personal views or opinions.
Electronic Mail (E-Mail)	Electronic mail (e-mail) means the electronic transfer of information typically in the form of electronic notes and memoranda amongst and between College of the North Atlantic employees and employees of other organizations with whom the College has a business relationship.
Official E-Mail	Official e-mail contains a record of a decision or other official action or a way of documenting business activity (formal approval, authorization, delegation or handing over of responsibility, or similar transactions) and must be kept in the College's "records".
Transitory E-Mail	Transitory e-mail has only temporary usefulness, is not part of an administrative or operational records series; is not regularly filed in a records system and is required only for a limited time to complete a routine action and may be deleted under the

	authority of the originator and receiver. All e-mails, including the attachments, are subject to a search under the *Access for Information and Protection of Privacy Act, 2015.*

2.0   College Property

College computer systems and services are College facilities as that term is used in other policies and guidelines. Any e-mail address or account associated with the College, or sub-unit of the College, assigned by the College to individuals, sub-units, or functions of the College, is the property of the College of North Atlantic.

3.0   Service Restrictions

Those who use College computer services are expected to responsibly do so and to comply with provincial and federal laws, with this and other policies and procedures of the College, and with normal standards of professional and personal courtesy and conduct.

Access to College computer services is a privilege that may be wholly or partially restricted by the College without prior notice and without the consent of the user when there is reason to believe that violations of policy or law have taken place or when required to meet operational needs. Such restriction is subject to the approval of the appropriate senior College administrator.

4.0   Consent and Compliance

E-mail holders may be informed by the College prior to any inspection, monitoring, or disclosure of College e-mail records. Employees are expected to comply with College requests for copies of e-mail records in their possession that pertain to the administrative business of the College, or whose disclosure is required to comply with applicable laws.

5.0   E-mail Searches

In the event of an Access request under ATIPPA, email holders may be informed prior to the search taking place.

6.0   System Monitoring

College users must have no expectation of privacy in anything that they create, store, send or receive on the company's computer system.

7.0   Misuse

Both law and College policy (See College Policy IS-501) prohibits the theft or abuse of computing resources. Such prohibitions apply to e-mail services and include (but are not limited to) unauthorized entry, use, transfer, and tampering with the accounts and files of others, and interference with the work of others and with other computing facilities.

8.0   Allowable Users

College Users

College employees, students and others affiliated with the College in contract, or license relationships may, as authorized by the executive, be eligible to use College electronic communications resources and services.

Public Users

Persons and organizations that do not qualify as College Users may only access College electronic communication services under programs sponsored by the College, as authorized by the executive, for purposes of such public access.

Transient Users

Users whose electronic communications merely transit College facilities as a result of network routing protocols are not considered "Users" for the purposes of this document.

Email of all users is subject to search under ATIPPA.

9.0   Allowable Use

In general, use of College e-mail services is governed by policies that apply to the use of all College facilities. In particular, use of College e-mail services are encouraged and is allowable subject to the following conditions:

9.1   Purpose

E-mail services are provided by the College in support of the teaching, research, and public service mission of the College, and   the administrative functions that support this mission.

9.2   Users

Users of College e-mail services are to be limited primarily to College staff and students for purposes that conform to the requirements of this Section.

9.3   Non-Competition

College e-mail services shall not be provided in direct competition with commercial services available to individuals or organizations outside the College.

9.4   Restrictions

College e-mail and internet services may not be used for:

(i)   Unlawful or unethical activities;

(ii)   Commercial purposes not specifically approved by the executive of the College, including advertising;

(iii)   Personal financial gain;

(iv)   Personal uses that violate other College policies or guidelines. e.g. (policies and guidelines regarding intellectual property, or regarding sexual or other forms of harassment);

(v)   Activities promoting any political party, candidates or election of any kind;

(vi)   Activities related to gambling of any kind;

(vii) Sending, receiving or accessing offensive, objectionable, abusive, pornographic, obscene, sexist, racist, harassing or provocative message, images or other materials, including adult-oriented websites or news groups;

(viii) Downloading unauthorized software;

(ix)   Downloading files that could potentially damage the College's information and educational technology systems;

(x)   Sending defamatory, derogatory or false messages; or

(xi)   Distributing e-mail chain letters.

(xii) Downloading illegal files or illegal file-sharing;

(xiii) Downloading files that are large enough to interfere with the College's operations.

This list is not exhaustive.

9.5   Representation

E-mail users shall not give the impression that they are representing or making statements on behalf of the College unless authorized explicitly by the College executive to do so. Unless it is clear from the context that the author is not representing the College, an explicit disclaimer such as "These statements are personally held opinions and not those of College of the North Atlantic" will be included.

9.6   False Identity

College e-mail users shall not employ a false identity.

9.7   Interference

College e-mail services shall not be used for purposes that cause excessive strain on any computing facilities or interference with other users' use of e-mail systems. Such uses include the use of e-mail services to:

- Send or forward e-mail chain letters of any type.
- "Spam," to create the widespread distribution of unsolicited e-mail.
- "Letter-bomb" to resend the same e-mail repeatedly to one or more recipients or servers to interfere with the recipient's use of e-mail or use of server.
- Illegal file-sharing, file-hosting or down/up loading large files or a large number of files.

9.8   Personal Use

College of the North Atlantic, in accordance with Government policy, allows the reasonable use of e-mail and the internet for personal use if certain guidelines are adhered to:

- If it does not directly or indirectly interfere with the College operation of computing facilities or e-mail services;
- If it does not cause any additional expense to the College

- If it does not interfere with the user's employment or other obligations to the College or have a negative impact on the employee's productivity;

- If it is infrequent and brief;

- If it does not compromise the College in any way; and

- If it does not contravene any guidelines set forth in this policy.

E-mail records arising from personal use are subject to the presumption of a College e-mail record and are subject to ATIPPA. All messages distributed via the College's email system, even personal e-mails, are College of the North Atlantic property. E-mail users should be conscious of this fact in their decision to use College e-mail services for personal purposes.

9.9   Intellectual Property

The contents of all electronic communications must conform to laws and College policies regarding protection of intellectual property.

9.10   E-Mail Etiquette

See Appendix A.

10.0   Security and Confidentiality

10.1   Confidentiality

The confidentiality of e-mail cannot be assured. Confidentiality may be compromised subject to applicable laws or College policy. Users should exercise extreme caution in using e-mail to communicate confidential or sensitive matters.

10.2   Personal or Confidential Information

The College prohibits employees and others from seeking, using, or disclosing without authorization, personal or confidential information. The College requires all employees to take necessary precautions to protect the confidentiality of personal or confidential information encountered in the performance of their duties. This prohibition applies to e-mail records.

10.3   Network and Computer Operations Personnel

Mail users should be aware that during the performance of their duties, network and computer operations personnel from time to time observe transactional addressing information to ensure proper functioning of College e-mail services and on occasions may inadvertently see the contents of e-mail messages. Except as specified for in this document, they are not permitted to:

- See or read the contents intentionally;

- Read transactional information where not relevant to the foregoing purpose;

- Disclose or otherwise use what they have seen.

One exception, however, is that of systems personnel (such as "postmasters") who may need to inspect e-mail when re-routing or disposing of otherwise undeliverable e-mail. This exception does not, however, exempt postmasters from the prohibition against disclosure of personal and confidential information.

10.4   Security

The College attempts to provide secure and reliable e-mail and internet services. Operators of College computer services are expected to follow sound professional practices in providing for the security of e-mail records, data, application programs, and system programs under their jurisdiction. It should be noted by users that the security and confidentiality of e-mail cannot be fully guaranteed especially in cases where e-mail has been downloaded or archived to a user's computer.

Users of computer services should ensure the security of their use of electronic mail services by not sharing their password and by changing their password in accordance with the password protocols in Appendix B.

10.5   Back Up Data

Users of e-mail services should be aware that even though the sender and recipient have discarded their copies of an e-mail record, there may be back-up copies that can be retrieved. Systems are "backed-up" on a routine basis to protect system reliability, integrity, and loss of data.

10.6   Spam Mail

Mail users should be conscious of the fact that the College employs filtering software in an attempt to eliminate unsolicited "SPAM" e-mail generated by non-College messaging services on the public internet. If a mail user becomes aware of legitimate e-mail being inadvertently filtered, the College will make every reasonable effort to adjust the filters to meet the legitimate requirements of that College student or employee.

10.7   Data Storage Quotas

The College imposes data storage quotas on all College mailboxes which students and employees are expected to comply with.

11.0   Archiving and Retention

Archiving and retention of electronic mail will be done in accordance with the College's Archiving, Retention and Disposal policy (TBD).

12.0   Access Restriction

Use of College computer resources is a privilege provided at the discretion of the College. This privilege is subject to the normal conditions of use, including procedures for initiation and termination of access, established by College of the North Atlantic.

Use of College computer resources may be restricted or revoked by the College without prior notice to, or consent of, the user when required by law, or when there is reason to believe that violations of law or College policies have taken place, or under critical operational circumstances.

13.0   Disclosure of Personal Information

All collection, use and disclosure of personal information involving the e-mail system will be done in accordance with the requirements of Part Four of the *Access to Information and Protection of Privacy Act, 2015*.

14.0   Willfully Destroying Records

Employees are prohibited from willfully destroying or erasing any records, including e-mail records, with the intent to evade a request for access to records as per Section 72 of the *Access to Information and Protection of Privacy Act, 2015.*

15.0   Storing College Information

Employees must ensure that all College-related business is transacted using College computer resources and stored on College computer resources. College information (particularly student information) may not be stored or archived on an employee's own personal computer nor may College business be transacted over an employee's personal e-mail account in any circumstances.

Approval History	
Approved by President	June 6, 2007
Revision 1	November 4, 2016

E-mail Courtesy Guidelines

The purpose of establishing e-mail courtesy guidelines is to ensure a common understanding of expectations for the use of e-mails within the College; to promote respect and professionalism; and to reinforce respect for the "whole" person and the need for life/work balance.

1. Never put in print anything you would not communicate in person.

2. Respect the time of others and be concise.

3. Consider if an e-mail is the appropriate vehicle for this communication.

4. Don't shout. Remember to use upper and lower case as you would in any other text document.

5. Do not expect responses to e-mails outside of the normal working hours of the recipient.

6. A response is expected within two working days. If you don't have the information, then it is courteous to send a quick e-mail and indicate that you will look into the matter and respond as quickly as possible.

7. Use the "out of office assistant" option provided through Outlook to advise when you will not have access to your e-mail or to provide other relevant information regarding your contact details.

8. At all times avoid confrontation. Never respond when you are angry.

9. Double check your e-mail and read thoroughly before you press "send". Also, double check whom you are addressing so e-mails are not shared inadvertently and to ensure that you are sending to the right person.

10. Topic lines should be used at all times and should accurately reflect the message content.

11. When replying to a message, eliminate all non-necessary text.

12. If you forward e-mails, state clearly what action you expect the recipient to take.

13. Do not send unnecessary attachments.

14. Don't send anything that you wouldn't want published. Remember that all e-mail correspondence is archived and can be called into question if an "access to information legislation" request is received.

15. Be cautious of the "reply to all". Do all of the noted recipients need to review your response, or only the originator of the message?

16. Use e-mail to transfer confidential or sensitive material only as a last resort. Do not forward confidential or solicitor-client privileged e-mails without the original author's express written consent.

17. Only mark e-mails as important if they really are important.

18. Do not send unsolicited e-mail or attachments that are not related to College activities.

19. Do not send or open questionable attachments such as .VBS or .EXE which may contain viruses.

20. Use the spell checker.