

ICT Security Framework Policy

B-Email Policy

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Purpose

The purpose of this policy is to ensure the proper use of e-mail by LOETB “Users”. Usage of LOETB e-mail resources is a privilege that is extended to, but not limited to employees (both full and part time), contractors, interns, partners and / or consultants, external individuals and organisations, to be referred to as “Users”. E-mail users must follow the same code of conduct expected in any other form of written or face-to-face business communication and have a responsibility to use email in an efficient, effective, ethical and lawful manner.

LOETB may supplement or modify this policy for users in certain roles. This policy for Email Usage complements similar LOETB policies, such as the Technology Acceptable Usage Policy. A comprehensive list of ICT policies may be located in the ICT Policy Framework.

Scope

This policy applies to all “users” of LOETB provided email systems either owned or managed by LOETB. Individuals covered by the policy include (but are not limited to) employees (both full and part time), contractors, interns, partners and / or consultants, external individuals and organisations, utilising email facilities provided by LOETB.

This policy applies to any corporate e-mail system that LOETB has or may install in the future. It also applies to employee use of personal e-mail accounts via browsers, whilst using LOETB I.T. resources as directed below.

User Responsibilities

LOETB supports the installation and usage only of approved e-mail clients.

Usernames will be assigned by LOETB’s ICT Department and will reflect internally mandated e-mail naming conventions.

Acceptable Uses

The following are broad and non-exhaustive list of examples of acceptable usage of LOETB’s email resources.

- Communicating in a professional manner with other LOETB users about work-related matters.
- Communicating in a professional manner with third parties LOETB for business purposes.
- Personal communications are NOT permitted

Unacceptable Uses

The following is a non-exhaustive list of actions or activities that would generally constitute unacceptable use. (**Note:** This list is intended to be a guideline for users when considering what is unacceptable use and is not comprehensive.)

- Creating and exchanging messages that could be interpreted as offensive, harassing, obscene, racist, sexist, ageist, pornographic or threatening.
- Creating and exchanging information that is in violation of copyright or any other law. LOETB is not responsible for user(s) usage of e-mail that breaks laws.

- Personal communications are NOT permitted
- Opening file attachments from an unknown or untrustworthy source, or with a suspicious or unexpected subject line. Should any clarification be required, notify LOETB's ICT Department immediately (057) 86 60623/60621 if a suspicious email / attachment is received.
- Sending confidential information to unauthorised persons or violating any LOETB policy. Otherwise using e-mail in a way that increases LOETB's legal and regulatory liability.
- Communications that strain LOETB's network or other systems unduly, such as sending large files to large distribution lists.
- Communications to distribution lists of only marginal interest to members and replying to the entire distribution list when a personal reply is as effective.
- Communications with non-specific subject lines, inarticulate language, and without clear purpose.
- Forwarding work-related e-mail messages to personal accounts, because of unacceptable risks associated with privacy, security and compliance. This does not include your personal pension, salary or HR information.
- Using an LOETB email address to register for anything of a personal nature, including registering personal devices, registering online personal accounts, unless there is an underlying organisational rationale. Should further clarification be required, contact your line manager
- Using any e-mail system, other than the corporate e-mail system, for LOETB-related communications.
- Circulating chain letters and/or commercial offerings.
- Promoting or publishing an employee's political or religious views, operating a business or for any undertaking that offers personal gain or benefit.

As a user of LOETB's email resources, you are expected to uphold all Irish legislation and relevant legislation of the European Community. All users of the LOETB's email resources should ensure that they are fully aware of and understand any of the relevant legislation, which applies to the sending of electronic communications. A comprehensive list of ICT policies may be located in the ICT Policy Framework.

Privacy Guidelines

LOETB maintains ownership of all LOETB emails which includes the right to monitor and review work e-mail activity to ensure compliance with this policy, as well as to fulfill LOETB's responsibilities under relevant laws and regulations of both Ireland and the E.U., for example, GDPR. **Users should have no expectation of privacy** to their use of corporate / work emails.

- On termination or separation from LOETB, LOETB will immediately deny access to e-mail, including the ability to download, forward, print or retrieve any message stored in the system, regardless of sender or recipient.
- Anyone who ceases to become a user of LOETB's email resources, will have their mailbox revoked immediately. The employee's line manager may request that access be given to another user who may remove and utilise any needed information. Mailboxes will subsequently be deleted in line with LOETB's data retention policy / LOETB contractual obligations

- LOETB reserves the right to intercept, monitor, review and/or disclose any and all messages composed, sent or received on the corporate e-mail system. Intercepting, monitoring and reviewing of messages may be performed with the assistance of content filtering software, or by designated LOETB employees and/or designated external entities.

The ICT Policy Framework provides further detail on the type of monitoring that is possible to undertake. Should further clarity be required, contact LOETB's Director of OSD.

- LOETB reserves the right to alter, modify, re-route or block the delivery of messages as appropriate. This includes but is not limited to:
 - Rejecting, quarantining or removing attachments and/or malicious code from messages that may pose a threat to LOETB's resources.
 - Discarding attachments, such as music, that are considered to be of little business value and involve a significant resource cost.
 - Rejecting or quarantining messages with suspicious content.
 - Rejecting or quarantining messages containing offensive language or topics.
 - Re-routing messages with suspicious content to designated LOETB employees for manual review.
- Electronic messages, including draft documents saved to or on LOETB I.T. resources are potentially legally discoverable and admissible as evidence in a court of law.
- Any content created with the e-mail system is considered the intellectual property of the LOETB.

Any evidence of suspected or alleged illegal activity discovered during monitoring or reviews will be dealt with through LOETB's disciplinary procedure and may lead to a further criminal investigation. See the "Compliance" section of this policy for further information.

Security

As with any other type of software that runs over a network, e-mail users have the responsibility to follow sound security practices.

- E-mail users should not use e-mail services to transfer sensitive data, such as usernames, passwords, PPS numbers and account numbers over the Internet. Users should not use the e-mail system to transfer sensitive data, except in accordance with LOETB GDPR / Data Protection Policies. Sensitive data passed via e-mail over the Internet could be read by parties other than the intended recipients, particularly if it is clear text. Malicious third parties could potentially intercept and manipulate e-mail traffic.
- In an effort to combat propagation of e-mail viruses, certain attachment types may be stripped at the corporate e-mail gateway. Should this create a business hardship, users should contact LOETB's ICT Department for further information.
- Attachments can contain viruses and other malware. Users should only open attachments from known and trusted correspondents. LOETB's ICT Department should be notified immediately (057) 86 60623/60621 if a suspicious email / attachment is received.
- Spam communications are automatically filtered. Errors, whereby legitimate e-mail can be filtered as spam, while rare, can occur. Due to the changing nature of technology, it is also possible that Spam communication may not be caught and may appear in your mail account. For this reason all mail communication should still be screened carefully. If

business-related mail messages are not delivered, users should check their local spam folder. If the message is not there, users should call LOETB's ICT Department.

- Due to the polymorphic nature of Spam communications, occasionally some of these spam communications may reach users email folders. In these incidents, a user(s) should notify LOETB's ICT Department immediately.
- Users should always be vigilant when clicking on weblinks embedded in an email, especially if any personal / sensitive data such as usernames or passwords are sought. Even if the sender is known to you, if you are suspicious about the information sought, either contact the relevant person by phone or forward the email to LOETB's ICT Department for further information. Such approaches may be a phishing attack and these attacks tend to be carried out for the purposes of unlawful exploitation.

Operational Guidelines

LOETB employs certain practices and procedures in order to maintain the security and efficiency of electronic messaging resources, to achieve LOETB objectives. These practices and procedures are subject to change, as appropriate or required under the circumstances.

- For ongoing operations, audits, legal actions, or any other known purpose, LOETB may backup e-mail messages and attachment(s) to a secure location, where they can be protected and stored. Recovery of messages from this archived store is prohibited for all but legal reasons.
- To deliver mail in a timely and efficient manner, message size must be less than 25MB. Messages larger than 25MB will be automatically blocked, and users will be notified of non-delivery. Should this create a business hardship, users should contact LOETB's ICT Department.
- All written communication constructed using LOETB's email resources should meet the highest level of professionalism, courtesy and respect. Electronic communication is frequently inadequate in conveying mood and context; therefore, the user should carefully consider how the recipient may interpret a message before sending any message.

Compliance

Individuals found to be in breach of this Email Policy, may be subject to disciplinary action, up to and including dismissal. Should an investigation regarding compliance with this policy determine that there may be a case to answer by an Employee / User, the matter will be referred into the appropriate stage of the relevant disciplinary procedure as appropriate to that Employee / User.

For the avoidance of doubt, where questions remain as to what constitutes "appropriate use", contact LOETB's ICT Department for full clarification.