

## **ELECTRONIC MAIL (Email) POLICY**

### **Policy Statement**

The American University in Cairo (AUC) provides its community with different electronic communication tools, including the Email system. The Email system supports the educational, research, and administrative activities of the University. It conducts a mean of official communication among the members of AUC community and the external world.

AUC strongly encourages its community to use electronic mail to support its activities and promotes best practice guidelines to make that usage efficient and professional.

The Email policy governs usage of the University's Email system.

### **Reason for Policy/Purpose**

- To prevent unauthorized or inadvertent disclosure of sensitive AUC information
- To regulate the Email usage for AUC's benefit
- To prevent tarnishing the public image of AUC
- To protect the university's legal position
- To provide confidentiality of communications, protection of privacy, and compliance with other university policies.

Any person who violates AUC's Email rules and policies is subjected to disciplinary action, up to and including termination.

### **Who Approved This Policy**

Executive Vice President for Administration & Finance      Mr. Brian MacDougall

Date:      26 November 2014

Chief Technology Officer      Ms. Nagwa Nicola

Date:      26 November 2014

## Who Needs to Know This Policy

This Email policy and rules apply to all members of the AUC community who are entitled to Email services. These include but not limited to full time or part time faculty or staff, students, admins, alumni, independent contractors, interns, consultants, suppliers, clients, and other third parties.

## Contacts

Responsible University Official: Senior IT Security Officer

Responsible University Office: University Technology Infrastructure (UTI), IT Security office

If you have any questions on this policy or procedure, you may:

1. Call Wessam Maher at 3543, Antoine Bebawi at 3031 or Nabawia Khalil on 3564
2. Send an Email to [itsecurity@aucegypt.edu](mailto:itsecurity@aucegypt.edu)

## Definitions

### Term (alphabetical order)

#### Definition as it relates to this policy

##### *AUC*

The American University in Cairo

##### *Chain Email*

Email sent to successive people. Typically the body of the message attempts to convince the recipient to make a number of copies of the message and pass them on to as many recipients as possible. It might promise the recipient of good luck and/or money or threaten him with bad luck and/or physical violence.

##### *Credentials*

Username and Password plus any other type of authentication if exist

##### *Email*

Electronic Mail - A method of exchanging digital messages from a sender to one or more recipients.

##### *Forwarded Email*

To resend an Email you received to other recipients

##### *Sensitive information*

Any Information is considered sensitive if it can affect AUC business and reputation if disclosed

## **Policy/Procedure:**

### **General**

- Using the AUC Email account acknowledges the user knowledge and acceptance of this policy and other AUC policies
- The sender identity, whether institutional or individuals, must be clearly identifiable in all transmitted messages.
- Email users have the responsibility to secure their Email credentials and to change it immediately if they suspect any disclosure
- Emails accounts credentials can't be shared or used by different persons at any time
- Mass mailing to the AUC community is only allowed through the University's administrator's approval
- AUC Email service usage is governed under AUC Acceptable usage policy and other related AUC policies
- Email messages & other related contents that are stored, created and sent from AUC Email service are the property of the university. AUC reserve the right to monitor all emails transmitted for security and compliance.
- The IT Security Office highly recommends that any information users consider sensitive or vulnerable, to be encrypted in order to add an extra layer of security
- AUC has the authority to access and inspect the contents of any AUC email on temporary or permanent basis , the access process is governed by the AUC Legal Office
- AUC has the right to suspend , disable or terminate any AUC Email account on temporary or permanent basis according to the management decision , end of the Email user relationship with AUC or according to security risk or violation that are related to this account
- The Email service is an official way of communication in AUC so all AUC Email users need to check their Email on a frequent and consistent basis in recognition that certain communications may be time-critical.
- Departmental accounts & credentials can't be used for other purposes other than sending and receiving emails
- Any AUC community member who works and study or had studied at AUC must have 2 separate Email accounts, one for business and another one as a student or an Alumni

### **Email Usage Scope for Staff, Faculty & Consultants**

- Email usage is restricted to AUC business correspondence and must be consistent with the relationship the individual has to the University
- Incidental personal usage is allowed putting into consideration that AUC is not responsible for personal emails storage, preservation or extraction
- Email user shouldn't forward business Emails to any personal account, Email account's setting should be adjusted to keep copies in the AUC Inbox even if the user is using the email client option (Like Outlook)

## **Security & Privacy of Email**

AUC will employ best efforts to provide secure, private and reliable Email services by following sound information technology practices. However, AUC cannot fully guarantee the security, privacy or reliability of the Email service putting into consideration that the Email service depends on third party service providers. All Email users, therefore, should exercise extreme caution in using AUC Email to communicate confidential or sensitive matters.

**Prohibited Use:** The AUC's Email system should not be used for the creation or distribution of any disruptive or offensive messages: including but not limited to offensive comments about race, gender, hair, color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin.

Email must not be sent in such a way as to harass others. Email users must not engage in frivolous, disturbing, or otherwise inconsiderate use or conduct in violations to the University's status as an independent, non-profit, apolitical, non-sectarian and equal opportunity institution.

**Legal Framework:** All Email users must operate within the laws of all appropriate jurisdictions that apply including the Family Educational Rights and Privacy Act of 1974 (FERPA). AUC Email is subject to the full range of laws applying to other communications, including copyright, breach of confidence, defamation, privacy, contempt of court, harassment, vilification and anti-discrimination legislation, the creation of contractual obligations, and criminal laws.

- For the purposes of disposal and retention Email should be treated in the same way as regular mail and paper documents.
- If required by law, AUC will provide relevant information to law enforcement entities.
- Abuses of AUC's Email services should be directed to [itsecurity@aucegypt.edu](mailto:itsecurity@aucegypt.edu) or the IT Security Office.
- AUC Email users understand and acknowledge that in cases of prosecution or court orders and/or for the purpose of internal investigation, the University shall have the full right to authorize access to users' email accounts and related data logs.

## **Guidelines OF USE:**

- **Hacking:** AUC Email users should be extremely cautious when opening any attachments, clicking on any link or responding to any Email.
  - Forms sent via Email from an unknown sender should never be filled out.
  - Contact IT Help Desk "[support@aucegypt.edu](mailto:support@aucegypt.edu)" in case of suspecting any received Email
- **Password Protection:** AUC's policy requires the use of strong passwords for the protection of the Emails. Kindly refer to the password policy.
- **Departmental Email Boxes:** Departments that provide services via Email should create departmental Email boxes. This departmental Email must have one defined owner while all targeted recipients in the department can receive Emails through auto forwarding and send Emails through "send as" option.

## **Examples of prohibited uses of Email include but not limited to:**

- Intentional and unauthorized access to other AUC Email account

- Sending "spam", chain letters, or any other type of unauthorized widespread distribution of unsolicited Emails;
- Sharing AUC Email lists with anyone who hasn't this right or privilege
- Use of Email for commercial activities or personal gain or non AUC business (except as specifically authorized by University policy and in accord with University procedures)
- Use of Email for partisan political or lobbying activities
- Use of Email for hacking purposes
- Creation and use of a false or alias Email address in order to impersonate another or send fraudulent communications
- Use of Email to transmit materials in a manner which violates copyright laws
- Use of Email to send inappropriate content
- Giving the impression you are representing the University unless you are authorized to do so
- Impersonating someone else

**The University has the right to change this policy as necessary without notification**

### **Violation Penalties**

Any user found to have violated this policy (or part thereof) may be subject to disciplinary action, up to and including termination of employment or dismissal from the University.

### **History/Revision Dates:**

Origination Date:	May 2014
Last Amended Date:	4 November 2014
Next Review Date:	November 2015