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**Email Policy**

# Introduction

* 1. The purpose of this policy is to describe the acceptable use of the email and related services, systems and facilities.

Individual users are responsible for their own actions.

Every user of email system has a duty to ensure they practice appropriate and proper use and must understand their responsibilities in this regard.

# Who does this protocol and policy apply to?

* 1. This policy applies to all Employees, Directors and workers contracted with Leicester Primary Partnership(LPP), to email addresses and to email communication whether through a PC, laptop, personal digital assistant (PDA), or any other hardware device.
  2. The Leicester Primary Partnership have provided an Email System and Account for the use of employees and contractors of the Partnership. Currently this is only Contractors at this time who will use an LPP e-mail address. When undertaking a dual role all any Employee, Director or Contractor of the Partnership should ensure the e-mail address matches the capacity in which the e-mail is being sent.
  3. LPP email addresses should only be used for LPP business.
  4. Please also see policy on GDPR acceptable use policy.

# Protocol

This guidance aims to enhance the use of email as part of the portfolio of communication media and develop good practice in the use of email as a medium of communication.

# Sending emails

Before sending emails consider:

* + - The maintenance of the highest professional standards.
    - Whether email is the correct medium for communication.
    - The content and design, consider level of formality.
    - To whom the email should be sent, consider expected communication style.
    - Only copy in people who have an immediate need for the information.
    - The length of the email, avoid long detailed emails.
    - Time required for the recipient to respond.

Always read and reflect upon your email content before sending

# Receiving and Managing emails

* + - LPP Employees, Directors and Contractors should be ‘responsible communicators’ i.e. they should check their emails on an appropriately regular basis.
    - Always set time aside to deal with emails.
    - Where a full response is not possible soon, an acknowledgement email is helpful within 48 hours on most occasions.
    - Consider whether you need to respond, retain print and/or delete.
    - If the email requires retention, place emails and attachments in appropriate folders.
    - If the email requires a response consider carefully the use of the “reply to all” button.
    - Delete unwanted emails promptly.
    - Protect yourself from viruses when emailing from non-LPP equipment.
    - Never reply to spam

# Preventing the Spread of Malicious Software (Viruses)

All personnel must take all reasonable steps to prevent the receipt and transmission by email of malicious software, such as computer viruses or malware.

You must

* + - Not transmit by email or copy files to any file repository any file attachments which are known to be infected with a virus
    - Ensure that an effective anti-virus system is operating on any computer which you use
    - Never open attachments or links from source that are unknown or look suspicious

# Using personal emails – Employees and Directors

Directors:-

* + - Will be given a LPP email address and are asked to use it for email communication with The Partnership.
    - Should not communicate sensitive information relating to The Partnership via their personal email addresses. (see other sections of this policy)
    - Will be given access to The Partnership’s shared repository area where they can access confidential or sensitive information as appropriate.

# Sensitive Information

* + - Emails are the electronic equivalent of a postcard. Anyone can read the content along the delivery path. Sensitive information should be sent by post or via a secure transfer system.
    - Child Protection issues should not be reported or discussed via email.
    - Never email in haste, consider the facts and consequences of the message.
    - Be professional and careful about what you say about others, as email is easily forwarded. Only put in writing what you would say to someone’s face.
    - Be aware of copyright and libel issues e.g. when sending scanned text, pictures or information downloaded from the internet.
    - If an urgent email is sent, you may want to follow this with a phone call.
    - Never send emails that are offensive, threatening, defamatory or illegal. Emails have been used successfully as evidence in libel cases.

An email can be contractually binding. Therefore care should be taken when expressing personal views that these cannot be misinterpreted as belonging to the Partnership as the email address will part contain the Partnership name.

# Security

* + - All personnel are responsible for the security of their computer, and for protecting any information or data used and/or stored on it where such data relates to the Partnership.
    - Do not to leave a mailbox open and unattended, always keep it password protected. The account holder/s needs to strive to keep their passwords confidential; to prevent other users from accessing and sending emails from their account. Contractors may need to make their passwords known in the event of absence.
    - All personnel are responsible for changing passwords adhering to the automatic sharepoint schedule
    - In relation to Leicester Primary Partnership Accounts, absent Employees or Contractors are aware that their email account may be opened by another Employee or Contractor at the Direction of the CEO. The CEO’s email may be accessed by Directors through the Business Support Officer
    - All personnel are responsible for keeping their password secure and should contact Jo Holland if they suspect that there has been a security breach

# When to use other methods of communication

All users are expected to consider the language used in emails and only use content of a thoughtful manor.

Never discuss over email:

* + - performance appraisal or review issues
    - Human Resource issues (salary, job, career progression).
    - Information relating to any child; if email is vital use a more anonymous means identifying such as initials. Any documents about children should be sent under password and a password sent separately
    - Private or privileged client materials.
    - Topics that require interactive dialogue – or robust discussion on certain issues.
    - sensitive or emotional messages or offensive content

Take care when drafting and sending emails, taking into account any form of discrimination, harassment, institution representation, and Data Protection issues. Complex issues should be discussed at meetings. When needing to vent frustration about a workplace situation particularly if you are angry wait to calm down so your response is more measured.

# Policy

* 1. This policy must be followed by Employees, Directors and Contractors.
  2. In the case of Employees and Contractors of the Partnership, Indications of non-compliance of this policy will be investigated. Subject to the findings of any such investigation, non-compliance will lead to appropriate disciplinary action, which could include dismissal on the grounds of gross misconduct.

1. Employees and Contractors must not use their LPP email address when posting comments on public bulletin boards or chat rooms unless directly related to their work.
2. If Employees or Contractors receive an email that is obviously spam or of an adult nature, do not open it, rather delete it immediately.
3. Contractors must never participate in chain emails where you are asked to forward an email to a number of others. Items of importance or usefulness to many LPP members can be transmitted through the weekly Newsletter
4. In legal terms, under the Telecommunications Regulations 2000, sending an email is as binding as sending a signed letter. Therefore, do not express personal views or information by email, as LPP could be held vicariously liable for the opinions and views expressed.
5. This also applies to comments posted on public discussion boards if you use the LPP email address or state the opinions in a work capacity.