



# Corporate Policy

<b>Guideline Title:</b>	<b>Applies to:</b>	<b>Reference #</b>
<b>Email Acceptable Use Policy</b>	City of Regina staff and elected officials	EAU-001
<b>Approved by:</b>	<b>Dates:</b>	<b>Total # of Pages</b>
Technology Governance Committee (TGC)	<b>Effective:</b>	August 31, 2020
	<b>Last Review:</b>	August 31, 2021
	<b>Next Review:</b>	June 30, 2022
<b>Authority:</b>		
<i>The Cities Act (Saskatchewan) and  The Local Authority Freedom of Information and Protection of Privacy Act (Saskatchewan)</i>		

## 1.0 Purpose

Email is a critical mechanism for business communications at the City of Regina. However, use of the City of Regina’s electronic mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals of the City of Regina.

The objectives of this policy are to outline appropriate and inappropriate use of the City of Regina’s email systems and services in order to minimize disruptions to services and activities, as well as comply with applicable policies and laws.

## 2.0 Scope

This policy applies to all email systems and services owned by the City of Regina, all email account users/holders at the City of Regina (including temporary, permanent and elected officials), and all company email records.

## 3.0 Definitions

“Act” – *The Local Authority Freedom of Information and Protection of Privacy Act (Saskatchewan). The Cities Act (Saskatchewan).*

“Employees” – in scope staff, out of scope staff, consultants, and all staff of third party organizations doing work on behalf of the City.

“Local Authority” – a municipality

## 4.0 Governing Laws and Regulations

The Cities Act is the source of the City of Regina's Authority to conduct its activities. The City of Regina's collection use and disclosure of Personal Information is governed by The Local Authority Freedom of Information and Protection of Privacy Act (LA FOIP).

## 5.0 Policy Statements

- 5.1. Email access at the City of Regina is controlled through individual accounts and passwords. It is the responsibility of the employee to protect the confidentiality of their account and password information.
- 5.2. All eligible employees of the City of Regina will receive an email account. Email accounts will be granted to third-party non-employees on a case-by-case basis. Possible non-employees that may be eligible for access include:

- Contractors
- Vendors

Applications for these temporary accounts must be submitted to the IET Service Desk.

- 5.3. Email access will be terminated when the employee or third party terminates their association with the City of Regina, unless other arrangements are made. the City of Regina is under no obligation to store or forward the contents of an individual's email inbox/outbox after the term of their employment has ceased. A supervisor may have access to a terminated employee's email to collect any required business information.
- 5.4. The City of Regina often delivers official communications via email. As a result, employees of the City of Regina with email accounts are expected to check their email in a consistent and timely manner so that they are aware of important company announcements and updates, as well as for fulfilling business and role-oriented tasks.
- 5.5. Email users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to unsubscribe from the list, and is responsible for doing so in the event that their current email address changes.
- 5.6. Email users are expected to remember that email sent from the company's email accounts reflects on the company. Email users must comply with normal standards of professional and personal courtesy and conduct.
- 5.7. Email users are not to give the impression that they are representing or providing opinions on behalf of the City of Regina unless otherwise authorized.
- 5.8. Email users will not forward emails to accounts outside the control of the City of Regina.
- 5.9. Individuals at the City of Regina are encouraged to use email to further the goals and objectives of the City of Regina. The types of activities that are encouraged include:
  - Communicating with fellow employees, business partners of the City of Regina, and clients within the context of an individual's assigned responsibilities.

- Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
  - Participating in educational or professional development activities.
- 5.10. The City of Regina's email systems and services are not to be used for purposes that could be reasonably expected to strain storage or bandwidth (e.g. emailing large attachments instead of pointing to a location on a shared drive). Individual email use will not interfere with others' use and enjoyment of the City of Regina's email system and services.
- 5.11. Email use at the City of Regina will comply with all applicable laws, all the City of Regina policies, and all the City of Regina contracts. Use in a manner that is not consistent with the mission of the City of Regina, misrepresents the City of Regina or violates any the City of Regina policy is prohibited.
- 5.12. The following activities are deemed inappropriate uses of the City of Regina email systems and services, and are strictly prohibited. Inappropriate use includes, but is not limited to:
- Use of email for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
  - Use of email in any way that violates the City of Regina's policies, rules, or administrative orders.
  - Viewing, copying, altering, or deletion of email accounts or files belonging to the City of Regina without authorized permission.
  - Sending of unreasonably large email attachments.
  - Opening email attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
  - Sharing email account passwords with another person or attempting to obtain another person's email account password. Email accounts are only to be used by the registered user.
  - Excessive personal use of the City of Regina email resources. The City of Regina allows limited personal use for communication with family and friends and independent learning so long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a trivial amount of resources. The City of Regina prohibits personal use of its email systems and services for unsolicited mass mailings, non-City of Regina commercial activity, political campaigning, dissemination of chain letters, and use by non-employees.
  - Many City of Regina employees are also residents of Regina. As residents of Regina, employees may wish to participate in City Council discussions and/or correspond with elected officials related to matters that concern residents. It is not appropriate for employees to use their City of Regina email address or their access to the corporate address listing for this purpose. To find out how to engage with elected representatives visit <https://www.regina.ca>.

- 5.13. The email systems and services used at the City of Regina are owned by the company and are therefore its property. This gives the City of Regina the right to monitor any and all email traffic passing through its email system. This monitoring may include, but is not limited to; inadvertent reading by IET staff during the normal course of managing the email system; review by the legal team during the email discovery phase of litigation; observation by management in cases of suspected abuse, or to monitor employee efficiency or behavior; or in an effort to access information to sustain business continuity. The use of email for private correspondence could put the private information into the purview of an Access to Information request or subject the private information to viewing by authorized personnel. Employees should have no expectation of privacy in e-mail transmitted, received and stored on City of Regina systems.
- 5.14. Archival and backup copies of email messages may exist, despite end-user deletion, in compliance with the City of Regina's records retention policy. The goals of these backup and archiving procedures are to ensure system reliability, prevent business data loss, meet regulatory and litigation needs, and to provide business intelligence.
- Backup copies exist primarily to restore service in case of failure. Archival copies are designed for quick and accurate access by company delegates for a variety of management and legal needs. Both backups and archives are governed by the company's document retention policies.
- 5.15. If the City of Regina discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, email records may be retrieved and used to document the activity in accordance with due process.
- 5.16. Use extreme caution when communicating confidential or sensitive information via email. Emails are corporate records subject to Access to Information requests. Also, keep in mind that all email messages sent outside of the City of Regina are in the possession and under the control of the recipient. Consider not communicating anything that you wouldn't feel comfortable being made public. Demonstrate particular care when using the "Reply All" command during email correspondence to ensure the resulting message is not delivered to unintended recipients. Use caution when sending emails to multiple recipients to be sure to protect private email addresses from inappropriate disclosure. To ensure protection of privacy, email addresses can be entered on the 'bcc' line instead of the 'to' line where the email address is visible to all recipients.
- 5.17. Any allegations of misuse should be promptly reported to the Director of Technology & Digital Innovation. If you receive an offensive email, do not forward, delete, or reply to the message. Instead, report it directly to the individual named above.
- 5.18. The City of Regina assumes no liability for direct and/or indirect damages arising from the user's use of the City of Regina's email system and services. Users are solely responsible for the content they disseminate. The City of Regina is not responsible for any third-party claim, demand, or damage arising out of an email users' use of the City of Regina's email systems or services. The user will fully indemnify and hold the City of Regina harmless from and against any and all claims, demands, suits causes of action, losses, damages, liabilities and costs, relating to or arising out of the users use of the City of Regina's email.

## 6.0 Non-Compliance

Violations of this policy will be treated like other allegations of wrongdoing at the City of Regina. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for non-compliance may include, but are not limited to, one or more of the following:

1. Temporary or permanent revocation of e-mail access;
2. Disciplinary action according to the City of Regina Corrective Discipline Policy;
3. Legal action according to applicable laws and contractual agreements.

## 7.0 Revision History

<b>Date</b>	<b>Description of Change</b>	<b>(Re)-Approval Required (y/n)</b>
June 28, 2019	Initial Release approved by TGC	Y
August 31, 2020	Updated statement 5.16	N