

EMAIL & INTERNET USE POLICY

1 Purpose

KHA recognises that its computer, email and internet resources are critical tools of KHA workplace, however there are a number of serious risks or consequences that may affect KHA, its employees or customers, if these resources are misused.

This policy sets out the appropriate standard of behaviour for users of KHA's computer, email and internet resources.

2 Scope

This policy applies to all users who access or use KHA's computer, email and internet resources.

3 Policy Detail

3.1 Use of Computer Email and Internet Resources

Users are entitled to access and use KHA's computer, email and internet resources for business purposes.

Limited private use of KHA's computer, email and internet resources is permitted subject to the following conditions:

- private use must be kept to a minimum;
- private use must not interfere with or delay a user's work obligations in any way;
- private use must comply with all KHA policies and must not be inconsistent with the user's contract of employment.

3.2 Material

The display or transmission of offensive or sexually explicit material is unacceptable and will not be tolerated. The transmission of any such material by users, even if sent from outside sources, is strictly forbidden and may lead to immediate termination of employment.

All computers and the data stored on them are and remain at all times the property of KHA.

As such, all email messages composed, sent, and/or received are the property of KHA.

3.3 Inappropriate Use

Examples of inappropriate use of KHA computer, email and internet resources include (but are not limited to):

- Use for unlawful activities (e.g. hacking);
- Use for activities that create an actual or potential conflict with the user's obligations to the KHA (e.g. sending sensitive information to a competitor);
- Use of abusive language or graphics in either public or private messages;
- Activities which could cause congestion and/or disruption of networks or systems;
- Accessing, viewing, posting, downloading, storing, transmitting, sharing, printing, distributing or soliciting of any information or material that KHA views as racist, pornographic, obscene, abusive or otherwise offensive.

Email messages must not contain material that is or could reasonably be considered offensive, defamatory, discriminatory or derogatory. Such inappropriate content would include, but is not be limited to:

- sexual comments or images;

- solicitation of non-business causes (including but not limited to political, religious causes unless the activity is a KHA sponsored or sanctioned activity);
- chain-letters;
- gender-specific comments, or any comments that might offend someone on account of his or her age, gender, sexual orientation, religious or political beliefs, national origin or disability;
- messages which have the potential to be viewed as defamatory, threatening or obscene.

3.4 Security

Email does not possess a guarantee of security. Where possible, highly sensitive or confidential documents should not be sent via email. If in doubt, a user must check with his or her manager.

3.5 Monitoring Activities

KHA reserves the right to monitor (log) email and internet use in order to maintain the standards set out in this policy and the security of our computer system. Senior managers of KHA have the right to access information so logged.

System administrators and senior management have access to individual audit trails of email and internet use for necessary maintenance of the computer system. KHA has the ability to monitor the use and operation of KHA computer resources by means of software designed to filter the use of internet and email content and to monitor compliance with KHA's policies.

KHA may conduct forensic computer examinations randomly and in the event of a suspected breach of policy.

Monitoring by KHA may take place on a continuous and ongoing basis. Employees should therefore assume that all email correspondence may be opened by KHA management.

3.6 Protocols

Email is often used as a form of formal business communication similar to facsimiles or other printed correspondence. Users must ensure that the form and content of work-related emails are drafted in a professional and appropriate manner.

Users should ensure that all emails receive an appropriate response within a timely manner. KHA considers a timely manner to be within 12 hours of receipt, with the exception in cases of known absences.

In times of urgency, emails should not be used in replacement of a phone conversation, only in addition to.

KHA approved auto signatures should be used at all times as appropriate for the intended recipients.

Out of office notifications are to be used as soon as practicable for any absences, scheduled & unscheduled. Where appropriate, emails should be forwarded to be managed by another staff member. The IT helpdesk can assist with such requests.

Similarly, consideration should be given to the distribution of a message and only relevant parties should be included as the addressees or be copied-in.

Emails should be written in sentence case rather than capitals. Capital letters appear threatening and unfriendly and tend to create an adverse impression.

3.7 Formal Business Records

Depending on its content, an email message may constitute a formal business record. If this is the case, the user who sends or receives the message must ensure the message is stored in an appropriate place (e.g. computer or hard copy file).

3.8 Failure to comply

An employee who does not comply with this policy will be subject to disciplinary action which may include termination of employment.

4 Document Information

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5 Revision History

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1	31/05/2016	Eugenia Lambis	Initial release