



1. Policy Preamble

The purpose of this policy is to adequately account for the management of the Ministry of Education, Sports and Culture, hereafter referred to as MESC's, email system and make users aware of what MESC deems as acceptable and unacceptable use of its email system. Users will be informed appropriately in the case whereby amendments to this policy is made.

2. Policy

Email has become an essential tool of modern business communications. It's fast and efficient, but can also potentially be a source of humiliation or even litigation. Therefore it is important that all users are aware that they or the MESC could be held liable or are legally at risk if they:

- × Send or forward emails with defamatory, offensive, racist or obscene remarks
- × Unlawfully send or forward information considered confidential.
- × Unlawfully send, forward or copy copyright protected works in violation of copyright laws. You and the MESC could also be held liable for copyright infringement.

All users must be aware that all MESC email accounts are a property of the MESC.

All MESC staff members should adhere to and comply with this email policy.

Legal risks involved with the use of email could be minimized if the email user follows the following guidelines.

3. Guidelines

- × Each person is entitled to one MESC email address in the form initialFirstname.fullLastname@mesc.gov.ws
- × It is strictly prohibited to send, forward or store emails containing libellous, defamatory, offensive, racist or obscene remarks. If you receive an email of this nature, you must promptly notify your supervisor.
- × Do not forge or attempt to forge email messages.
- × Do not send email messages using another person's email account.
- × Do not copy a message or attachment belonging to another user without permission of the owner.
- × Do not disguise or attempt to disguise your identity when sending emails.

3.1 Appropriate Use

3.1.1. Writing Emails

- ❖ Write well structured emails and use short descriptive subjects.
- ❖ Signatures must include your name, designation, unit/section and Division name followed by the name of the Ministry in full. A disclaimer will be added underneath your signature(*refer to Section 7*)
- ❖ Do not write emails in capitals.



- ❖ Compress attachments larger than 500K before sending them and avoid sending unnecessary attachments.
- ❖ Only mark emails as "Important" if they really are important.

3.1.2. Replying to Emails

- ❖ It is encouraged that emails be answered within at least 8 working hours, but priority or important emails must be answered within 4 hours.

3.1.3. Forwarding Emails

- ❖ The forwarding of chain letters, jokes and executables is strictly forbidden as this clogs up the network.
- ❖ Sending or forwarding of spam or junk email is strictly forbidden. All email identified as *spam* by our filters will be summarily deleted without further review on a regular basis.

3.1.4. Maintenance

- ❖ Create a separate folder to store and separate personal emails from work emails.
- ❖ All emails that you do not need to have a copy of must be deleted.

3.2 Inappropriate Use

The MESC's electronic mail resources shall not be used for:-

- ❖ Any purpose(s) that is restricted by MESC regulations and/or policy.
- ❖ Personal monetary gain or for commercial purposes not directly related to MESC.
- ❖ Sending electronic mail to harass or intimidate others or to interfere with the ability of others to conduct MESC business.
- ❖ Sending copies of electronic works in violation of copyright laws or the inclusion of the work of others into electronic mail communications in violation of copyright laws. Appropriate licences must first be obtained before such action is done.
- ❖ Disseminating confidential information about the MESC.
- ❖ Disseminating personal contact information of colleagues or staff without their consent.
- ❖ Knowingly causing interference with or disruption to any computer, computer network, information service or equipment of any user thereof.

4. Confidential Information

Transmission of highly confidential information by email is not encouraged but if it is to be done, it is recommended that the information be password protected before it is sent through email.

5. Personal Use

Incidental and occasional personal use of the MESC email is permissible provided that in each case the personal use is moderate in time and does not incur significant cost for the Ministry. The following guidelines must also be adhered to.

- × Personal emails must also adhere to the guidelines in this policy



- × Personal use of email should not interfere with work.
- × Do not send mass mailings.
- × All messages distributed via the MESC's email system, even personal emails, will automatically be the MESC's property.

6. Email System Monitoring

The management may deny access to its email services and may inspect, monitor or disclose email to appropriate authorities when:-

- × There is substantiated reason to believe that violations of law or of MESC policies have taken place.
- × Required by and consistent with law.
- × Under critical operational circumstances immediate technical operations needs to be done. (e.g. email server software upgrading)

7. Disclaimer

A disclaimer is a decree that formally denies legal claim and renounces some or all liability.

- × All users of the MESC email accounts must have the below Disclaimer attached to their outgoing emails.

Note of Confidentiality of MESC electronic mail.

This message and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake please notify the sender by immediately replying to this email and delete this e-mail from your system. Email transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete or contain viruses. The MESC or sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of email transmission."