GBS Email Use Policy

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Related policies
- GBS Data Protection Policy   - GBS Privacy Policy   - GBS Data Subject Access Request Policy   - GBS Access Control Policy   - GBS ICT Policy   - GBS Equality and Diversity Policy   - GBS Anti-Harassment and Anti-Bullying Policy
External Reference
- Information Commissioner's Office, Accessed online at: https://ico.org.uk/   - UK Public General Acts, *Data Protection Act 2018*, Accessed online at: https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted   - UK Public General Acts, *Equality Act 2010*, Accessed online at: https://www.legislation.gov.uk/ukpga/2010/15/contents

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GBS Email Use Policy

Global Banking School Email Use Policy

1. Purpose

1.1 The purpose of this Email Use Policy is to detail the acceptable use of Global Banking School (GBS) email and related services, systems, and facilities. This policy sets out what is acceptable and unacceptable use of the GBS email system. It informs staff about the management of the email system; the expectations privacy users should have and helps users and GBS avoid legal risks which can arise as a result of using email and other types of electronic messaging. Email services are provided by GBS to support its primary role of education and evidence-based teaching and associated functions related to these roles.

2. Scope

2.1 This policy applies to all GBS staff, students and other authorised users who are provided with @globalbanking.ac.uk domain email address or provided with access to other electronic messaging facilities provided by GBS. This policy applies to the use, for the purpose of sending or receiving email messages and attachments, of any IT facilities, including hardware, software, and networks, provided by GBS.

3. Legislation on Personal Data

3.1 All users shall comply with the Data Protection Act 2018 and The UK General Data Protection Regulation as both cover personal data that can identify a living individual. Emails should, where possible be avoided when transmitting personal data about a third party. Under this legislation, any email containing personal information about an individual may be liable to disclosure to that individual under the Data Protection Act 2018. This includes comment and opinion, as well as factual information. Therefore, this should be borne in mind when writing emails, and when keeping them.

3.2 Care should be taken in writing emails that may contain personal data as the emails, whether held in an individual's email account or on GBS server is potentially released via a subject access request.[1] Users need to be sure that they are not breaching any data protection laws when they write and send emails. This could include but is not limited to:

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[1] *Please refer to* GBS Data Subject Access Request Policy for more information.

> ➤ Passing on personal information about an individual or third party without their consent.
> ➤ Keeping personal information longer than necessary.
> ➤ Sending personal information to a country outside the EEA.

3.3 For more information on this, please refer to our GBS Data Protection Policy.

4.Equality and Diversity

4.1 The Equality Act 2010 provides protection against discrimination, harassment, and victimisation on the grounds of disability and other protected characteristics. It is a legal duty for higher education institutions to anticipate needs and make reasonable adjustments so that disabled students are not placed at a substantial disadvantage compared to students who are not disabled.

4.2 All users must ensure that they do not include information or comments in their emails that could be considered discriminatory under the terms of the Equality Act 2010. GBS is committed to supporting, developing, and promoting equality and diversity in all our practices and activities and aims to establish an inclusive culture free from discrimination and based upon the values of dignity, courtesy, and respect. For more information on this, please refer to our *GBS Equality and Diversity Policy.*

4.3 All users must ensure that they do not include information or comments in their emails that could be considered sexist, racist, homophobic, xenophobic, pornographic, paedophilic, or similarly discriminatory and/or offensive. GBS promotes a studying and working environment for students and staff in which harassment and bullying are known to be unacceptable. For more information on this, please refer to our *GBS Anti-Harassment and Anti-Bullying Policy.*

5. Responsibilities

5.1 Individual users are responsible for their own actions. The use of GBS email facilities by individuals at GBS assumes and implies compliance with this policy, without exception, and those acts, policies and regulations detailed below and enacted or authorised by GBS or other regulatory bodies. Every user of the GBS email system has a duty to ensure they practice appropriate and proper use and must understand their responsibilities in this regard.

6. Email Etiquette

6.1 The following is offered as guidance of best practice with respect to good etiquette when using the GBS email system:

➢ Think about what you are writing in your email. Re-read before sending and if in doubt save and leave for a time and come back to it.

➢ Be polite and considerate at all times.

➢ Avoid using capital letters to emphasise a point – it may be perceived as the equivalent of 'shouting.'

➢ Be aware of how your email may be interpreted by the recipient. Ensure the tone and wording is appropriate and conveys your intended meaning and impression correctly. Email messages can easily be misinterpreted when there is no vocal intonation or facial expression to support your words.

➢ Do not use email to say something which you would not say to the recipient in person.

➢ Be aware that once you have sent your email, you have little or no control over who else may see it. It can be forwarded on to any number of recipients in a very short space of time. Ensure you only write things which you would be prepared for others to see.

➢ Do not use email to 'get something off your chest' to a large group of people all at once.

➢ Do not copy in members of staff e.g., managers simply to demonstrate that you have done something or asked for a piece of information from someone else, unless they have asked you to.

➢ Copying emails to numerous people unnecessarily increases the volume of emails within the system and means recipients who may not need to see an email must spend time reading them, potentially for no reason.

7. Writing and Sending Emails

7.1 The following guidance concerning writing emails is offered:

➢ Consider whether an email is necessary. Another method of communication may be more appropriate in some circumstances, for example, using a Teams call or Phone call.

➢ Remember that emails are the same as any other form of official communication. They can be taken to represent the views of GBS when sent from a GBS email account and should be written with this in mind.

- ➢ Ensure you use the subject line in every email. Subjects should be brief and meaningful to enable recipients to determine the content of the email and decide if it is something which needs prioritising without necessarily having to read it.

- ➢ Your email signature that should be used can be found in Annex 1. No other form of email signatures should be used.

- ➢ Write well-structured emails, keeping them brief, where possible.

- ➢ Use the spelling and grammar-checking tool before sending, with the language set to 'English (UK)'.

- ➢ Remember that your emails could be made public because of Freedom of Information request or provided to an individual if the content is regarding that person. They could also be used in legal proceedings

- ➢ Do not send unnecessary attachments. Compress large attachments, for example, using WinZip, before sending to reduce their size and their impact upon the system.

- ➢ Only mark emails as 'high priority', 'urgent' or 'important' if they genuinely are. The impact of using these marks will be reduced if they are used too often and inappropriately.

- ➢ When sending emails to a group of recipients, consider whether the 'Bcc' facility is more appropriate than the 'To' or 'Cc' facility. This could be the case where you are emailing a group who do not know each other, and you need to ensure they can't see each other's email addresses or where it is not appropriate for each recipient to know who else has received the email.

8. Forwarding and Replying to Emails

8.1 The following guidance concerning forwarding and replying to emails is offered:

- ➢ When forwarding emails only copy in recipients who need to see the information and ensure you clearly state the action you require each of them to take.

- ➢ Consider whether it is appropriate to forward an email. Would the sender expect this? Is the content private and/or confidential? Is it commercially sensitive and so restricted? Does it contain personal data which should not be further distributed? Ensure you only forward emails when there is a legitimate reason for another person to see the information.

- ➢ Reply promptly, even if it is just to explain that you are unable to respond in full at this point but will do so as soon as you are able.

- Consider whether it is appropriate to use the 'reply all' function. Do all the people who have been copied into the email you have received need to see your reply? Only reply to those who need to see the information in your email.
- Ensure you do not use 'reply all' when you only intended to reply to the sender, particularly for sensitive or confidential emails. Care should be taken when replying from mobile devices where buttons are more difficult to select.

9. Unacceptable Use

9.1 The primary use of the GBS email system is to support the teaching, learning, research, and approved business activities of GBS. Use of the GBS email system is granted to support these primary purposes and must be appropriately used, at all times. The following, though not exhaustive, are considered an abuse of the GBS Email system:

- Infringe the copyright of another person or body, including intellectual property rights.
- Bringing GBS into disrepute.
- The transmission of unsolicited commercial or advertising material, chain letters, press releases or other junk-mail of any kind.
- Activities that unreasonably waste staff effort or networked resources, or activities that unreasonably serve to deny service to other users.
- Activities that violate the privacy of others or unfairly criticise, misrepresent others, this includes copying distribution to other individuals.
- The unauthorised provision of access to GBS services and facilities by third parties including material which is sexist, racist, homophobic, xenophobic, pornographic, paedophilic, or similarly discriminatory and/or offensive[2]
- Contains defamatory material.
- Contains material which includes claims of a deceptive nature.
- By intent or otherwise, harass the recipient.
- Violate the privacy of others or unfairly criticise or misrepresent others
- Using anonymous messages or deliberately forged messages or that have deceptive email header information (i.e., without clear identification of the sender).
- Demonstrate excessive personal use of the system outside of the employee's student's or authorised others own time.

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[2] *See GBS Equality and Diversity Policy and GBS Anti-Harassment and Anti-Bulling Policy*
https://globalbanking.ac.uk/wp-content/uploads/2020/10/GBS-Anti-Harassment-and-Anti-Bullying-Policy-V3.1.pdf

> ➤ Staff are not under any circumstances permitted under this policy to share their personal email addresses with students.

10. Out of Office Replies

10.1 If you are unable to access your emails for a length of time you can set up an Out of Office message. Anyone sending you an email will receive an automatic reply containing your customised message that go out to colleagues, our university partners, and students when you are away from work. They let others know you are unavailable for contact and when they can expect a response to their emails.

10.2 Out of office messages are significant if you know you will not be able to respond to emails for a period of time. They tell your contacts why your response will be delayed and how to get the information or services they need while you are away. Colleagues, partners, and students who are trying to reach you typically expect fast responses and solutions to their queries. Out of office messages provide them with a polite, concise, and professional explanation as to why you cannot respond right away. Reasons you might set up an out of office message include:

- Going on holiday/annual leave
- Going to a conference, workshop, or professional meeting
- Being on maternity or sick leave or a sabbatical
- Taking a personal day
- Going to an appointment

10.3 When creating an Out of Office message consider the following:

- Keep messages short and concise: reason why you are away, how long you will be gone and the date you will return.
- Whenever possible include details of alternative appropriate work colleague(s) that senders could contact in your absence.
- Do not put any personal contact details in messages (home address, home telephone number, etc.).

10.4 Please see *Annex 3- Example of Out of Office reply.*

11. Breach

11.1 Any breaches of GBS Email Use Policy will be handled under GBS disciplinary procedures applicable to the relevant persons or departments. In addition, breach could lead to:

- Suspension, blocking or restricted access to information and GBS resources when it reasonably appears necessary to do so to protect the integrity, security, or functionality of GBS resources or to protect GBS from liability.
- Disciplinary action up to and including separation from GBS.
- A department being held financially responsible for the costs incurred as a result of a data breach, loss, or illegal disclosure.

12. Monitoring and Review

12.1 This policy may be amended by GBS at any time and will be reviewed annually to ensure it is fit for purpose. Any issues related to the monitoring and review of this policy, please contact asqo@globalbanking.ac.uk.

13. Data Protection and Confidentiality

13.1 GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the Information Commissioners website. GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

13.2 Users may not access, use, or disclose personal or confidential information without appropriate authorisation, and must take necessary precautions to protect confidentiality of personal or confidential information, regardless of whether the information is maintained on paper or is found in email or other electronic records.

14. Alternative Format

14.1 This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact the Academic Standards and Quality Office at asqo@globalbanking.ac.uk.

Annex 1- Email Signature

Firstname Lastname
(She/her)
Job title

T 0xxxxx
E xxxxx@globalbanking.ac.uk
891 Greenford Road, London, UB6 0HE

Annex 2- Legislation

COPYRIGHT >>> Email messages and attachments are subject to copyright laws, including the Copyright, Designs and Patents Act 1988. Care must be taken therefore not to circulate or store material that would infringe the intellectual property rights of GBS.

DATA PROTECTION>>>The General Data Protection Regulation (GDPR) and the Data Protection Act 2018 between them regulate the use of personal data by organisations – in particular, data must be processed fairly and lawfully, be accurate and kept up-to-date, and held securely. The legislation also grants individuals certain rights, such as the right to request access to their personal information. This legislation is supported by the Privacy and Electronic Communications Regulations (PECR), which give people specific rights around marketing preferences, use of cookies and other tracking.

DEFAMATION>>> Email is a form of publication and therefore the laws of defamation and libel apply. Material transmitted via the email system should not contain anything that could be considered insulting or damaging to the personal or professional reputation of an individual or group of people.

DISCRIMINATION>>>Comments must not be made within emails that could be considered discriminatory under the Equality Act 2010.

HACKING>>>Hacking activities are offences under the Computer Misuse Act 1990 (as amended by the Police and Justice Act 2006). Under the terms of this legislation, it is an offence to gain unauthorised access to any program or data held in a computer, and to impair the operation of programs or the reliability of data.

HARASSMENT>>> Messages must be free from any content that could be considered harassing, threatening, abusive or insulting. Content of this type is an offence under the Criminal Justice and Public Order Act 1994 and the Protection from Harassment Act 1997, as well as the Malicious Communications Act 1998.

OBSCENITY>>> It is a criminal offence to publish any material that is pornographic, excessively violent or that comes under the provisions of the Obscene Publications Act 1959. Similarly, the Protection of Children Act 1978 makes it an offence to publish or distribute obscene material of a child**.**

Annex 3- Example of Out of Office reply

✔️ **Example 1- Acceptable as alternative contact provided:**

Thank you for your email.

I am currently on annual leave and will be returning on Wednesday16th February 2022.

If you need immediate assistance during my absence, please contact the XXXXX at XXXX@globalbanking.ac.uk. Otherwise I will respond to your emails upon my return., thank you.

❌ **Example 2- Unacceptable as no alternative contact provided in case of urgent request:**

Thank you for your email.

I am currently away from the office and will return on 7 March 2022

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