

**POLICY TITLE:** EMAIL USE  
**POLICY NUMBER:** ICT-017  
**CATEGORY:** Organisational Directive  
**CLASSIFICATION:** Administrative

| Approved by Council                                  |                | Meeting number and date      |  |
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| Approved by CEO                                      |                | 25 November 2014             |  |
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| Policy Author  |                |                              |  |
| Chief Information Officer                            |                |                              |  |
| Endorsed by  |                |                              |  |
| Director Corporate Governance and Financial Services |                |                              |  |
| Responsible Position                                 |                |                              |  |
| Director Corporate Governance and Financial Services |                |                              |  |
| Current Incumbent                                    | Contact number | Email address                |  |
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## 1. Purpose

The purpose of this policy is to guide Isaac Regional Council (IRC) employees on the acceptable and non-acceptable use of email, and in so doing to protect the reputation of IRC.

Emails are a principal form of communication inside and outside IRC.

## 2. Scope

The policy covers email sent from any IRC email address, and applies to all employees, vendors and agents operating on behalf of IRC.

## 3. Definitions

| Term                    | Meaning  |
|-------------------------|--|
| IRC                     | Isaac Regional Council   |
| Email                   | The electronic transmission of information through a mail protocol such as SMTP or IMAP. Typical email clients include Eudora and Microsoft Outlook      |
| Sensitive information   | Information is considered sensitive if it can be damaging to IRC or its customers reputation or market standing  |
| Unauthorised Disclosure | Intentional or unintentional revealing of restricted information to people, both inside and outside IRC, who do not have a need to know that information |

## 4. Policy Statement

Users of IRC computer systems are required to comply with all relevant legislation, regulations and policies applicable to IRC.

### 4.1 General

#### Privacy

IRC considers all email messages sent or received by IRC employees using the email system to be IRC property. Employees shall have no expectation of privacy in anything they send, receive or store on the IRC email system. IRC may monitor IRC email accounts without prior notice to the employee. However, IRC email messages may be stored for an extensive period and retrieved even after an individual has deleted it or is no longer an employee of IRC.

### 4.2 Requirements

#### Prohibited Use

IRC emails must not be used:

- In such a way that adversely affects (or might, if known to others, adversely affect) the reputation of IRC
- To participate in any illegal activity or in breach of any laws (including copyright)
- In breach of any IRC policy including, but not limited to, Code of Conduct, rules on the unauthorised disclosure of sensitive information, and workplace health and safety regulations

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- For gambling
- For personal advertising or any other commercial use which is not related to the objectives of IRC
- For the dissemination of personal political or religious material of any kind
- To distribute destructive computer programs – viruses, malware
- To disseminate material which:
  - May offend, humiliate, embarrass or intimidate another person
  - Is defamatory to another person
  - Exposes another person to ridicule, hatred or contempt
  - Injures another person in his/her trade, profession or financial standing
  - Infringes another person's rights under the Privacy Act

If thoughts cannot be expressed in a way which passes the above tests, it is likely that the thought should not be expressed at all in an IRC email. IRC employees should not impart anything in an email message that he or she would be uncomfortable saying in a public forum, and for which they may be held accountable.

Employees who receive any emails with this content from any IRC employee should report the matter to their supervisor immediately.

## Personal Use

Using a reasonable amount of IRC resources for personal emails is acceptable, but personal email must be saved in a separate folder from work related email and personal emails sent/received using IRC email accounts must comply with this policy.

## 5. Authorities and Accountability

This policy applies to all IRC employees, contractors, vendors, volunteers and agents using an IRC email address and to email addresses used to do work on behalf of IRC.

Users who fail to comply with this policy may have access removed and/or may be subject to disciplinary action, up to and including termination.

## 6. Communication Channels

The policy will be communicated throughout IRC via:

- An announcement on the IRIS intranet
- Online policy Library

## 7. References and Related Documents

- Password Policy
- Code of Conduct
- Spam Act 2003
- Cyber Crime Act 2001
- ICT Acceptable Use policy

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