Email and Online Storage Policy

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1. INTRODUCTION

1.1. June 2019, Crediton Methodist Church (hereafter referred to as "CMC") adopted the use of the G-Suite for Non-profit. During 2019 all CMC email address were migrated across to G-Suite.

1.2. This document refines CMC Email and Online Storage Policy to reflect and defines the acceptable use of the G-Suite System and provides guidance to help staff maximise the benefits of the system.

1.3. The G-Suite system (hereafter referred to as the Email system) is managed by the webmasters as appointed by the CMC Church Council and users are bound by their acceptable use policy which is referenced within this document.

1.4. The Email system provides Email, Calendaring, Tasks, Contacts, Chat, Reminders and up to 30GB storage per user. This policy covers all G-Suite services equally and applies to all functionality of the Email system.

1.5. **Failure to comply with this policy could result in loss of access to CMC email and online storage system.**

2. PURPOSE

2.1. To ensure consistency of Email communications within and without of CMC.

2.2. To define standards of communication via Email.

2.3. To protect Personally Identifiable Data (PID) and commercially sensitive data belonging to CMC.

2.4. To minimise legal risks to CMC from the use of Email, and other Email system services.

2.5. To establish CMC and staff responsibilities when using the Email system

2.6. To signpost reference materials for training and support for the use of the Email system.

2.7. To protect CMC against inappropriate use of Email system functionality.

3. DEFINITIONS

3.1. The **Email system** is the CMC email system of choice and the service is hosted by Google. CMC has the standard "Google for Nonprofits Terms of Service" which is currently free at the point of use, although there are some chargeable options which CMC can adopt to use.

3.2. The **Email system scope** includes Email, Calendaring, Contact lists, Tasks, Chats and Reminders via the G-Suite system portal or mobile devices. All services provided by the Email system are covered by this policy.

3.3. **Mobile devices** (also known as a handheld devices, handheld computers or simply handhelds or smartphones) are small, hand-held computing devices, typically having a display screen with touch input and/or a miniature keyboard and are usually equipped with GPS, Wireless or Bluetooth capability to connect to the internet or telecom provider services.

3.4. A **Generic Account** is an account that is non-attributable to one person and is usually associated with a role, function or department and may be accessed and used by many volunteers.

3.5. An **email alias** is a forwarding email address which are generally linked to a generic account.

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3.6. **Personal Identifiable Data** refers to data which either on its own or in conjunction with other data can be used to identify a living individual.

3.7. More legal definitions are listed in [Appendix 2](#).

4.   DUTIES AND RESPONSIBILITIES OF VOLUNTEERS

4.1. **Webmasters**
Webmasters are responsible for managing the routine operational use of the Email system.

4.2. **Team Leaders**
Team Leaders must ensure that members of their team have access to the team's email box and drive and that there are appropriate arrangements in place to provide access to key volunteer mailboxes in the event of volunteers not being available through sickness or leave.

4.3. **All Volunteers**

4.3.1. All volunteers are allocated an email account if their role with CMC requires this.

4.3.2. The email account and its contents belong to CMC and provided to CMC volunteers to facilitate CMC business.

4.3.3. Volunteers must use their G-Suite account for sending and receiving emails for CMC business. Guidance on personal use of the account is provided later. Email is CMC chosen means of communication with and between volunteers.

4.3.4. Non volunteer users may be nominated by a team leader for Email accounts in the pursuit of CMC business for a defined period and function, such as 3rd party suppliers supporting CMC in its business. Access will be provided once the user has been approved by Church Council and users will be subject to this policy.

4.3.5. Any breach of the policy will be processed through the Leadership team or Church Council.

5.   THE EMAIL SYSTEM ACCEPTABLE USE POLICY

5.1. This policy is deemed to represent best practice and is enshrined within this CMC policy as the manner in which CMC Volunteers must use the service.

5.2. **Introduction**

This document explains how the G-Suite service should be used. It is your responsibility to ensure you understand and comply with this policy. It ensures that:

You understand your responsibilities and what constitutes abuse of the service.

Computers and personal data are not put at risk.

As a G-Suite account holder, you should expect to receive ad-hoc communications about G-Suite from google informing you of changes or updates to the service that may impact your use.

CMC reserves the right to update this document as necessary. A copy of the current version can be found on the Church Website.

If you need help is setting any aspect of the G-Suite services, please speak to one of the Webmasters

5.3. **General information**

5.3.1. The G-Suite service includes the core services of secure email, Directory, administration tools and a series of top-up services.

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5.3.2. The G-Suite services have been provided to aid the provision of the work at CMC and this should be your main use of the service.

5.3.3. There may be circumstances under which it is necessary for a designated and authorised person other than you, to view the contents of your files and folders within G-Suite.

5.3.4. All data retained within the service remains the property of CMC.

5.3.5. All CMC accounts are owned by CMC and are provided to CMC volunteers for their use. Where accounts are no longer used, they are automatically removed after a period of inactivity.

5.3.6. CMC will reserve the right to provide access to a mailbox for others by resetting the user's password.

5.3.7. To help with passing of information, when sending or replying to emails please use email aliases for your generic accounts.

5.3.8. CMC reserves the right to withdraw a G-Suite account from use should operational requirements dictate. This may include limiting service or complete de-activation.

5.4. Your responsibilities

5.4.1. General responsibilities

5.4.1.1. You must not use G-Suite to violate any laws or regulations of the United Kingdom or other countries. Use of the service for illegal activity is grounds for immediate dismissal and any illegal activity will be reported to the police. Illegal activity includes, but is not limited to, sending or receiving material related to paedophilia, terrorism, incitement to racial harassment, stalking, sexual harassment and treason. Use of the service for illegal activity will result in the immediate disablement of your G-Suite account.

5.4.1.2. You must not use any of the G-Suite services for commercial gain. This includes, but is not limited to: unsolicited marketing, advertising and selling goods or services.

5.4.1.3. You must not attempt to interfere with the technical components, both hardware and software, of the G-Suite system in any way.

5.4.1.4. Your G-Suite account must identify yourself honestly, accurately and completely. Webmasters will set your account up with your basic details.

5.4.1.5. You must ensure your password for the G-Suite services are kept confidential and secure at all times. You should notify the webmasters if you become aware of any unauthorised access to your G-Suite account. You must never input your G-Suite password into any other website other than G-Suite sites. You will never be asked for your G-Suite password. Do not divulge this information to anyone, even if asked.

5.4.1.6. It is recommended to set up 2-step verification to access your account.

5.4.1.7. Email messages are increasingly a source of viruses which often sit within attached documents. G-Suite is protected by anti-virus and anti-spam software although occasionally, as with any email service, a new virus or spam message may not be immediately detected. If you are unsure of the source of an email or attachment you should leave it unopened and inform the webmasters. If you receive spam messages you should forward them to webmaster@creditonmethodist.org.uk. You must not introduce or forward any virus or any other computer programme that may cause damage to CMC or systems.

5.4.1.8. All communication you send through the G-Suite services is assumed to be official correspondence from you acting in your official capacity on behalf of CMC. Should you need to, by exception, send communication of a personal nature you must clearly state that your message is a personal message and not sent in your official capacity. This includes Instant Messaging.

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5.4.1.9. You must familiarise yourself with the G-Suite support pages which include important policy documentation, service status information, training and guidance materials, information about known issues with the service and user/administration guides.

5.4.1.10. If you are accessing your G-Suite account from non-personal device i.e. an internet cafe, you should only access the service via the web browser and not through an email programme such as Microsoft Outlook.

5.4.2.   Responsibilities when using the G-Suite email service:

5.4.2.1.   You must not attempt to disguise your identity, your sending address or send email from other systems pretending to originate from CMC.

5.4.2.2.   You must not send any material by email that could cause distress or offence to another user. You must not send any material that is obscene, sexually explicit or pornographic.

5.4.2.3.   You must not use the G-Suite service to harass other users or groups by sending persistent emails to individuals or distribution lists.

5.4.2.4.   You must not forward chain emails or other frivolous material to individuals or distribution lists.

5.4.2.5.   It is your responsibility to check that you are sending email to the correct recipient, as there may be more than one person with the same name using the service. Always check that you have the correct email address for the person you wish to send to.

5.4.2.6.   Email is admissible as evidence in a court of law and messages can be classified as legal documents. Internal emails may also need to be disclosed under the Freedom of Information Act 2000, the Data Protection Act 1998 and amendments and Freedom of Information (Scotland) Act 2002. Emails should be treated like any other communication and care should be taken to ensure that content is accurate, and the tone is appropriate.

5.4.3.   Information governance issues:

5.4.3.1.   CMC is entitled to seek access to the contents of your mailbox, sent/received messages or other audit data as required to support information governance processes without your prior consent.

5.4.3.2.   When moving between posts within CMC, it is your responsibility to ensure any data relating to your previous role is archived appropriately and is not transferred to your new role.

5.5.   Using G-Suite services to exchange sensitive information

5.5.1.   The G-Suite service is a secure service but not encrypted. This means G-Suite is safe to use but if you have to send sensitive information please take extra care:

5.5.2.   If you need to exchange sensitive and you intend to use the service to exchange sensitive information you should adhere to the following guidelines:

5.5.2.1.   You should make sure that any exchange of sensitive information is part of an agreed process. This means that both those sending and receiving the information know what is to be sent, what it is for and have agreed how the information will be treated.

5.5.2.2.   As with printed information, care should be taken that sensitive or personal information is not left anywhere it can be accessed by other people, e.g. on a public computer without password protection.

5.5.2.3.   When you are sending sensitive information, you should always request a delivery and read receipt (Email) or recipient acknowledgement (Instant Messaging) so that you can be sure the information has been received safely.

5.5.2.4.   You must not hold sensitive or personal data in your calendar.

5.5.2.5.   If personal identifiable information is visible to other people, it is your responsibility to make sure those people have a valid relationship with the person.

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5.5.2.6. You must always be sure you have the correct contact details for the person (or group) that you are sending the information to.

5.5.2.7. If you are sent personal and/or sensitive information you must make sure that the data is protected. You should only access your account from secure, encrypted devices which are password protected and unattended devices must be locked to ensure that data is protected in the event of the device being lost or stolen.

5.5.3. Remember that personal information is accessible to the data subject i.e. a person, under Data Protection legislation.

6.   Class of Service (Mailbox Size)

6.1. Each user will be allocated a storage size 30 Gb which is used across email, drive and photos.

6.2. Volunteers that need to store more data than the storage quota can need to seek guidance from Church Council and either store data on their local computers/external drives or seek to add additional storage to the G-Suite.

7.   Generic Accounts

7.1. Email

7.1.1. Emails are automatically forwarded to the members of the generic accounts.

7.1.2. When sending or replying to emails please use email aliases for your generic accounts, thus keeping everyone in your team up to date.

7.1.3. Team Leaders are responsible for the maintenance of these accounts and must ensure that only those who need access is given access and that if anyone leaves the team that their access to the account removed by the day that they have left.

7.2. Drives/Storage

7.2.1. All team drives can be accessed via G-Suite web page.

7.2.2. Volunteers can download their personal drive and team drives to their computers via Drive File Stream. Access to the programme is via the settings options in Google Drive.

7.2.3. Team Leaders are responsible for the maintenance of these accounts and must ensure that only those who need access is given access and that if anyone leaves the team that their access to the account removed by the day that they have left.

8.   New Members

8.1. New volunteers will need to have their personal account created by a member of the Webmaster Team, by sending them all the relevant details.

9.   Leavers (moving roles within the church or no longer requiring email/drive access)

9.1.1. Leavers (and/or Team Leaders) must inform a member if Webmaster Team via Email prior to no longer requiring email/drive access.

9.1.2. Leavers must remove any emails/documents that contain data relating specifically to CMC that is not relevant to their future role.

9.1.3. Leavers may have their mailbox examined to ensure that their mailbox does not contain any information that would be useful for other members of the team or work within the church.

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9.1.4.	Leavers need to ensure that their access to shared mailboxes/calendars/drives, along with access to their mailboxes/calendars/drives is reviewed and amended as appropriate.

9.1.5.	In the event of volunteers suddenly leaving, team leaders need to contact the Webmaster Teams to request immediate account suspension.

## 10.	Access to the Email System from Mobile Devices

10.1.	Access to the Email system from mobile devices such as Smartphones must be done within the following restrictions:

10.1.1.	Volunteers must use Official Google Apps to access their accounts on their mobile devices.

10.1.2.	Smartphones can be wiped via your G-Suite account and this will be actioned if there is perceived to have been an information breach, to protect CMC data.

10.1.3.	If you have lost your mobile device please inform the webmaster team to wipe your mobile device.

## 11.	Personal Use

11.1.	It should be clear that any personal emails sent using the Email system are personal and not part of CMC business.

11.2.	Volunteers must ensure that the content does not impact on CMC business or its reputation.

## 12.	Legal Requirements

12.1.	The following rules are required by law and are to be strictly adhered to:

12.1.1.	It is strictly prohibited to send or forward emails containing libellous, defamatory, offensive, harassing, racist, obscene or pornographic remarks or depictions. If you receive an email of this nature, you must promptly notify your line manager.

12.1.2.	Do not forward a confidential message without acquiring permission from the sender first.

12.1.3.	Do not send unsolicited email messages.

12.1.4.	Do not forge or attempt to forge email messages.

12.1.5.	Do not send email messages using another person's email account, unless using delegated permissions.

12.1.6.	Do not breach copyright or licensing laws when composing or forwarding emails and email attachments.

## 13.	Best Practice Guides

13.1.1.	Appendix 1 contains CMC's best practice guide for the use of G-Suite which supplements the Acceptable Use policy.

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APPENDIX 1: BEST PRACTICE GUIDELINES FOR EMAIL USE

CMC considers email as an important means of communication and recognises the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore, CMC requires users to adhere to the following guidelines:

- Write well-structured emails and use short, descriptive subjects.

- CMC's email style is informal. This means that sentences can be short and to the point. You can start your email with 'Hi', or 'Dear', and the name of the person.

- Messages can be ended with 'Best Regards'. The use of abbreviations and characters such as 'smileys' however, is not encouraged.

- A default corporate signatures should be include with your name, team/role descriptor and telephone no's.

- The background to emails should be plain and white and the content written in black or blue text written in Arial, size 11 using normal capitalisation rather than all capitals.

- CMC does not require any disclaimer at the foot of any emails. This is automatically added to sent email

- Use the spell checker before you send out an email.

- Large attachments should be compressed prior to sending by email. Compressed attachments sent externally should not be named with an extension of '.zip'.

- All email items should be regularly purged of attachments.

- When in receipt of an attachment that is not expected or unsolicited, especially where the sender is unknown, the attachment should be treated with extreme caution as viruses are often sent this way (files ending .exe will normally be removed by the system). You should check with the Webmasters before opening the attachment. If in receipt of an email that appears to be a 'virus warning', check with the webmasters, as many hoax warnings are sent out that create unnecessary volume of email traffic and reduce system capacity.

- Do not send unnecessary attachments.

- Do not write emails in capitals. This appears as if you are shouting and is considered rude.

- Do not print emails unless you really need to. Emails can be saved, if you need them.

- If you need a reply to your email by a particular date let the recipient know this.

- If you forward emails, state clearly what action you expect the recipient to take.

- Only send emails where the content is of such a nature that it could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password.

- Only mark emails as important if they really are important.

- Ensure you send your email only to people who need to see it. Sending emails to all in your address book can unnecessarily block the system.

- If sending to a group of address that include address that are not part of the CMC domain, all address should be blind copied, not in top line or carbon copy to avoid going to spam.

- Emails should be treated like any other correspondence and should be answered as quickly as possible.

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- Delete any email messages that you do not need to have a copy of.

- Only use a distribution list if you know who is on it - always check that the distribution list is up to date.

- Always identify whether the purpose of an email is for information only or whether an action or response is required.

- In general you should not use delivery and read receipting.

- When using 'Out of Office' features always provide an alternative point of contact.

- Always fill in the subject line for easy reference for all recipients

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APPENDIX 2: DEFINITIONS OF LEGAL TERMS USED IN THE EMAIL POLICY

DEFAMATION & LIBEL

1.   What is defamation & libel?

1.1.   A published (spoken or written) statement or series or statements that affects the reputation of a person (a person can be a human being or an organisation) and exposes them to hatred, contempt, ridicule, being shunned or avoided, discredited in their trade, business, office or profession, or pecuniary loss. If the statement is not true then it is considered slanderous or libellous and the person towards whom it is made has redress in law.

2.   What you must not do

2.1.   Make statements about people or organisations in any email that you write without verifying their basis in fact. Note that forwarding an email with a slanderous or libellous statement also makes you liable.

3.   What are the consequences of not following this policy?

3.1.   The sender and CMC may be subject to expensive legal action and as an individual you may be subject to disciplinary or legal action.

4.   HARASSMENT

5.   What is harassment?

5.1.   CMC defines harassment as any unwanted action, behaviour, comment, physical contact or passive intimidation that a person finds objectionable or offensive and which makes that individual feel threatened, humiliated, patronised or uncomfortable leading to a loss of dignity or respect. Harassment may be persistent or an isolated incident which can create an intimidating or hostile working environment.

5.2.   Harassment may be directed towards people because of their:

- race

- colour

- ethnic origin

- gender

- physical or mental disability

- age

- sexual orientation

- religious beliefs

- some other characteristic

5.3.   Harassment does not always take the form of persistent behaviour, directed at one individual or towards a group of people.

5.4.   It is for the recipient to define what is and is not acceptable to them.

6.   What you must not do

6.1.   Use the email system to harass others by sending or forwarding messages that they consider offensive or threatening.

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7.   What are the consequences of not following this policy?

CMC deals with harassment by providing advice, support and mediation.

7.1.   Any proven case of harassment will result in disciplinary action against the guilty party which could ultimately lead to loss of access to the G-Suite.

8.   PORNOGRAPHY

9.   What is pornography?

9.1.   Pornography can take many forms. For example, textual descriptions, still and moving images, cartoons and sound files. Some pornography is illegal in the UK and some is legal. Pornography considered legal in the UK may be illegal elsewhere. Because of the global nature of email these issues must be taken into consideration. Therefore, CMC defines pornography as the description or depiction of sexual acts or naked people that are designed to be sexually exciting. CMC will not tolerate its facilities being used for this type of material.

10.   What you must not do

10.1.   Send or forward emails containing pornography. If you receive an email containing pornography you should report it to the Leadership Team.

10.2.   Send or forward emails with attachments containing pornography. If you receive an email with an attachment containing pornography you should report it to the Leadership Team.

10.3.   Save pornographic material that has been transmitted to you by email.

11.   What are the consequences of not following this policy?

11.1.   Users and/or CMC can be prosecuted or held liable for transmitting pornographic material in the UK and elsewhere.

11.2.   The reputation of CMC will be seriously questioned if pornographic material has been transmitted and this becomes publicly known.

12.   COPYRIGHT

13.   What is copyright?

13.1.   Copyright is a term used to describe the rights under law that people have to protect original work they have created. The original work can be a computer program, document, graphic, film or sound recording, for example. Copyright protects the work to ensure no one else can copy, alter or use the work without the express permission of the owner. Copyright is sometimes indicated in a piece of work by this symbol ©. However, it does not have to be displayed under British law. So, a lack of the symbol does not indicate a lack of copyright.

14.   What you must not do

14.1.   Alter any software programs, graphics etc without the express permission of the owner.

14.2.   Claim someone else's work is your own.

14.3.   Send copyrighted material by email without the permission of the owner. This is considered copying.

15.   What are the consequences of not following this policy?

15.1.   A user and/or CMC can face fines and/or up to two years imprisonment for infringing copyright.

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