

AGENCY EMAIL AND SYSTEMS USAGE POLICY

This policy outlines the acceptable use of Emmanuel Holidays Inc email system and associated IT systems (hereafter referred to as "Agency Systems"). Every employee and independent contractor accessing and using the Agency Systems is required to read, understand, and sign this policy. Non-compliance may result in disciplinary actions.

1. PURPOSE

The primary objective of this policy is to:

- Protect the integrity, confidentiality, and reputation of the Agency and its clientele.
- Ensure the use of Agency Systems is effective, lawful, and does not compromise the Agency's operations or legal standing.

2. SCOPE

This policy covers all travel agents, employees, contractors, and third parties who have access to and use the Agency Systems.

3. USAGE GUIDELINES

Professional Use: The primary use of the Agency Systems is for business-related purposes. Personal use should be limited and not interfere with professional duties or the performance of the Agency Systems.

Confidentiality:

- Information pertaining to clients, travel plans, pricing, and internal discussions should remain confidential.
- Agents and employees should not forward or discuss confidential information outside of the Agency without prior authorization.

Prohibited Content: The transmission or storage of any material in violation of any federal or state regulation is prohibited. This includes, but is not limited to:

- Obscene or harassing content
- Unauthorized copyrighted material
- Proprietary information without authorization

Attachments and Links: Care should be exercised when opening email attachments or clicking on links, even from known senders. Suspicious emails should be reported to the IT department immediately.

4. DATA AND PRIVACY COMPLIANCE

- **Legal Adherence:** All users of the Agency Systems must adhere to relevant data protection and privacy laws and regulations applicable to the jurisdiction in which the Agency operates. This includes, but is not limited to, the proper collection, processing, storage, and disposal of personal data.
- **Data Retention:** Emails and other electronic data containing personal information should only be retained for as long as necessary and in accordance with the Agency's data retention policy.
- **Rights of Data Subjects:** Agents and employees should be aware of and respect the rights of data subjects, including clients. This may include rights to access, rectification, and, where applicable, deletion of personal data. Any request from data subjects exercising these rights must be promptly forwarded to the Agency's designated data protection officer or relevant department.
- **Data Transfers:** When transferring personal data, especially across borders, agents and employees must ensure they follow the appropriate protocols and use secure methods, as stipulated by the Agency's guidelines and the relevant laws.

5. SECURITY PROTOCOLS

- **Password Protection:** Users must adhere to the Agency's password policies, ensuring they choose strong, unique passwords and change them periodically.
- **Access Control:** Access to Agency Systems should be limited to authorized personnel only. Users should not share access credentials and must log out when not using a system.
- **Backup:** Agents and employees are responsible for regularly backing up critical data in accordance with the Agency's backup procedures.
- **Reporting:** Any suspected security breaches, misuse, or unauthorized access to Agency Systems must be reported immediately to the IT department.

6. LEGAL AND COMPLIANCE

- All email communications and transactions conducted using the Agency Systems may be monitored, stored, and reviewed by the Agency for compliance purposes.
- The Agency retains the right to block access to any external sites or services deemed a risk or inappropriate.
- Agents and employees may be held legally responsible for any actions taken from their accounts or any content transmitted via the Agency Systems.

ACKNOWLEDGMENT

By signing below, the agent or employee acknowledges they have read, understood, and agree to comply with the above guidelines and protocols.

SIGNED: _____ NAME: _____

DATE: _____