

Email policy of Live Well in Branton

Policy brief & purpose

Email is a valuable tool essential to our everyday work. We want our staff and volunteers to understand how to use their work email addresses appropriately, and that everyone understands the limitations of using their work email accounts.

Our goal is to protect our confidential data from breaches and safeguard our reputation and intellectual property.

The purpose of this policy is to:

- Help staff and volunteers use their work email addresses appropriately
- Ensure that staff and volunteers use their organisation email primarily for work-related purposes, whilst understanding that there is some freedom to use their emails for personal reasons
- Ensure that staff and volunteers understand this by defining what constitutes appropriate and inappropriate use
- Protect confidential data from breaches
- Safeguard and enhance our reputation

Appropriate use of the scheme's email

Staff and volunteers are allowed to use the scheme's email for work-related purposes without limitations. For example, staff and volunteers can use their email to:

- Communicate with current or prospective service users and partners.
- Login to software they have legitimate access to.
- Give their email address to people they meet at work meetings, conferences or other events related to the running of the scheme.
- Sign up for newsletters, platforms and other online services that will help them with their jobs or professional growth.

Personal use

Staff and volunteers are allowed to use their work email for some personal reasons. For example to:

- Register for training or meetings
- Send emails to friends and family as long as they do not spam or disclose confidential information
- Download ebooks, guides and other content for their personal use as long as it is safe and appropriate
- They must adhere to this policy at all times, in addition to our confidentiality and data protection guidelines

Inappropriate use of organisation email

Our staff and volunteers represent our organisation whenever they use their work email address. They must not:

- Sign up for illegal, unreliable, disreputable or suspect websites and services
- Send unauthorised or inappropriate content or solicitation emails
- Register for another organisation's services unless authorised
- Send insulting or discriminatory messages and content
- Intentionally spam other people's emails, including those of their co-workers

Our scheme has the right to monitor and archive any emails sent from work email.

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Email security

Email is often subject to attacks, confidentiality breaches, viruses and other malware. These issues can compromise the reputation, legality and security of the scheme and its equipment.

Staff and volunteers must:

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g. birthdays.)
- Remember passwords, if possible without writing them down
 - If they are written down they must be kept securely and not identified as security passwords
- Not disclose their passwords to others. However passwords must be shared with the organisations administrator who will arrange for their secure storage
- Change their email password regularly

Be aware of spam

All staff and volunteers should try to be vigilant to catch emails that carry malware or phishing attempts.

This to include:

- Avoiding opening attachments and clicking on links when content is not adequately explained (e.g. "Watch this video, it's amazing.")
- Be suspicious of "clickbait" titles (Titles that encourage you to follow the link)
- Check email and names of unknown senders to ensure they are legitimate
- Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks)

If a member of staff or volunteer is not sure about an email they should be cautious and consult with colleagues or their IT support. All anti-malware programs should be kept updated.

Email signature

Staff and volunteers will need to create an email signature that represents the scheme well, and use appropriate language in the closing of emails. An example of a signature would be:

- [Workers Name]
- [Workers Title], [Organisation Name with link]
- [Hours of work]
- [Phone number] | [Organisation Address]
- [Charity or company house number]

Staff and volunteers may also include professional images, organisation logos and work-related videos and links in email signatures. If they are unsure how to do so, they can ask for help from colleagues, their IT support or online tutorial.

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Disciplinary action

Staff and volunteers who breach this policy may be subject to disciplinary action up to and including termination for gross misconduct, examples of which would include:

- Using the scheme's email address to send confidential data without authorisation.
- Sending offensive, discriminatory or inappropriate emails to service users, colleagues or partners.
- Using the organisations email for an illegal activity.

Adoption

Date adopted:

Signature on behalf of the Directors:

Name and position:

Review date: