

ABMTC POLICY FOR EMAILS AND SOCIAL MEDIA

Electronic mail (email) is a primary means of communication both within and externally. It allows quick and efficient conduct of business, but if used carelessly or illegally, it carries the risk of harm to the Institution and members of its community.

Official Email Policy and Purpose

The purpose of this policy is to describe the permitted uses of Institution email. This policy is not meant to supersede or replace, but should be read together with, other policies.

Compliance with this Policy helps the Institution to achieve two goals:

1. Improve the successful delivery of communications to all faculty, staff and students, and
2. Reduce the risk of data classified as Legally Restricted or Confidential going through email systems that are not managed by the Institution.

Who Must Follow This Policy

This policy applies to, but is not limited to, Institution faculty and visiting faculty, staff, students, and guests who are or may be provided email services managed by or for the Institution.

A. Use of Email Accounts

1. Workforce

Email services are primarily intended to allow faculty and staff to conduct Institution business. The use of email is allowed, provided that student's use (a) does not materially interfere with performance of work responsibilities, (b) does not interfere with the performance of the Institution networks and (c) is otherwise in compliance with this and other Institution policies. 2 Even the most careful user will occasionally send an email to unintended recipients. Users have no control over the forwarding or alteration of emails once they are sent. Accordingly, users must not use email to communicate data classified as legally restricted information. Common examples of this type of information include: Aadhar card numbers, credit card numbers, student grades and education records, personnel records etc.

2. Students

The Institution will provide email services to all students if they so request. Student use of email is subject to the student conduct codes, as well as this policy, the Institution's Data and Acceptable Use Policy.

B. Official Email Address

The Official ABMTC Email Address is the address from which, and to which, ABMTC business-related email is to be sent and received. The Official Email Address will be used for all Institution Email correspondence lists.

Accordingly, users shall be presumed to have received all official Institution Email messages sent to their Official Institution Email Address.

C. Email Forwarding

Manually forwarding Institution email that contains information classified as Institution legally restricted is only permissible for valid business purposes and appropriate security precautions must be taken.

D. Confidentiality and Security

All Email containing information protected by Data and other policies must comply with those policies. Users must not assume that email content will remain private and confidential. In addition, email can be altered or forwarded by a recipient without the sender's knowledge, may also be discoverable in litigation or may be disclosed to comply with a subpoena.

The password associated with an email account may be used to authenticate identity in other Institution online services. To safeguard your identity and your privacy, do not share your account or give your password to anyone.

E. Misuse

As mentioned above, email is simply another communication technology. Any policy of the University that applies to communications also generally applies to Email. Use of Email in violation of other Institution policies is also a violation of this policy.

Examples of improper uses of email:

- Concealment or misrepresentation of names or affiliations (e.g., misrepresenting oneself as another user);
- Use of email to send spam (unsolicited non-University commercial email);
- Alteration of source or destination address of Email;
- Use of email to violate the University's policy on Sexual Harassment, and any kind of Racial, Sexual, Religious, Social, Caste or other form Discrimination forbidden by the Institution, by the State or Indian Law or, Swiss or EU or US Law; and
- Use of email to violate the laws.

F. Local Policies Permitted

Academic, and administrative units may supplement this policy with their own email use standards and guidelines for local network facilities. Typically, such additional rules would address situations of limited computing resources. In the event such local policies or standards are inconsistent with this policy, this policy shall govern unless a more restrictive policy exists at the local level.

G. Retention and Disposal

Users should avoid retaining large numbers of email (whether in the Inbox, Sent Items, Deleted Items or personal folders) for long periods of time. The Institution Policy makes clear that one's email box is not an appropriate place to retain Institution records; records that are in a user's email should be removed to other paper or electronic storage media intended for archival purposes.

H. Sanctions

Violations of this policy will be handled under normal Institution disciplinary procedures applicable to the relevant persons or departments. In addition, a violation may result in:

suspension, blocking, or restriction of access to information and network resources when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of resources or to protect the Institution from liability;

disciplinary action up to and including separation from the Institution;

- a Student being held financially responsible for the costs incurred as result of a data breach, loss or illegal disclosure.

Related Policies.

The Institution may restrict expression that constitutes a genuine threat of harassment, that unjustifiably invades an individual's privacy, or that falsely defames a specific individual. These forms of expression stand apart because they do little if anything to advance the Institution's truth-seeking function and they impair the ability of individuals at the Institution to participate in that function. The Institution has an obligation to assure members of its community that they can continue in their academic pursuits without fear for their personal security or other serious intrusions on their ability to teach and to study.

Social Media - Internet-based applications which support and promote the exchange of user developed content. Social media can take many different forms including: • Blogs and micro-blogs such as Twitter • Social networks, such as Facebook • Professional networks, such as LinkedIn • Video sharing, such as YouTube and blogs (video weblogs) • Audio sharing, such as podcasts • Photo sharing, such as Flickr and Photobucket • Any other internet-based social media application

similar in purpose or function to those applications described above. In the case of all such Social Media the standards established by the Institution for Email and Harassment, Data Protection and other policies that are effective, shall be followed by students. The Simple Standard being that the Students will not indulge in any action or post that can hurt another student, faculty, the institution or its, their reputation and cause irreparable damage. In all such Cases the Institution reserves the right to take all necessary action to stop the student and to impose such penalties that are allowed by Institution rules and under the State Law, including expelling the student and legal action in a court of competent jurisdiction.

General guidelines

- Keep messages simple and direct.
- Use plain text in messages--do not include HTML or formatted content.
- Format messages so that lines wrap at 80 characters or less.
- When possible, send email messages only to the specific group of students for whom the message is pertinent.
- When a message is to be sent to many recipients, use an email program that will not list all the recipients in the message; alternatively, include all recipients' addresses as "Bcc:" instead of "To:"
- Do not send attachments when sending messages to groups of students.
- A "From:" or "Reply-to:" name and email address of the sender is required.
- Encourage students to check their email regularly or to forward their account to an address that they will check regularly.

Examples of appropriate uses

- Communicating commencement and convocation information
- Degree check information
- Notification concerning students' change of course schedules (drop/adds), general petitions, withdrawals, and residency
- Notification of cancellation of registration
- Student Fees processing issues and deadlines
- Academic departmental information such as class changes, registration issues, new courses, and events
- Student information about academic support services and academic policies
- Advising appointments
- Payment deadlines and other administrative information
- General Education Program information
- Surveys (See **Survey Guidelines** for special instructions concerning the use of email for surveys.)

Examples of inappropriate uses

- Information unrelated to Institution business
- Solicitation
- Promoting political viewpoints
- Personal information
- Surveys that do not serve sanctioned Institution purposes.
- Messages containing confidential information such as course grades, or tuition/fee payment amounts
- Emails that violate the **Official Email Policy**

As steward of the official student email address, the Office of the Registrar is responsible for directing its use.