

POLICY ON EMAIL MANAGEMENT

Effective Date: September 3, 2013

Originating Office: Office of the Secretary-General

Supersedes /Amends: N/A

Policy Number: SG-11

PURPOSE

To provide Concordia University (the “University”) with effective and efficient tools to ensure that institutional e-mails are retained in accordance with the University’s [Records Management Program](#).

SCOPE

This policy applies to all administrative and academic units of the University.

DEFINITIONS

For the purposes of this Policy, the following definitions apply:

“Personal email” is emails sent or received un-related to one’s work at the University. These usually represent approximately 5% of all emails sent and received.

“Unofficial email” is emails useful only for a short period. These usually represent approximately 10% of all emails sent and received.

Examples of unofficial emails include:

- Meeting requests
- Duplicate copies
- Drafts and informal notes
- Campus-wide email received, etc.

“Transitory email”- most emails are created primarily for routine communications similar to telephone communication. These emails are considered transitory messages that do not have long term value. These usually represent approximately 80% of all emails sent and received.

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Examples of transitory emails include:

- Decision-making correspondence
- Response to inquiries for information
- Comments on reports, etc.

“Official email” is emails created or received which provide evidence of operations requiring retention for a specified period of time. These emails support an important transaction, set policy or explain decisions. These usually represent approximately 5% of all emails sent and received.

POLICY

1. All communications composed, sent, or received using the University email systems are and remain the property of the University.
2. As provided for in the *Policy on Computing Facilities* ([VPS-30](#));
 - a. the University retains the right to access, examine, or disclose any material transmitted or stored on its email systems in accordance with law; and
 - b. email systems are provided to faculty and staff primarily to pursue the academic mission and administrative functions of the University.
3. The University recognizes that emails may also be used for personal purposes. Even though the University does not normally restrict the use of email for personal purposes, it is highly recommended that faculty and staff limit their personal email exchanges.

Compliance with Concordia University Policies

4. All relevant University policies apply to the use of emails. As provided for in the *Code of Rights and Responsibilities* ([BD-3](#)) the use of the emails to transmit, view or store material that is in violation of these policies, including but not limited to the transmission of inappropriate, unprofessional, slanderous, derogatory, defamatory, obscene, offensive, discriminatory or harassing material, chain letters, or messages that disclose personal information without authorization, is prohibited.

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5. Personal use of emails must comply with University policies, standards, and guidelines, as well.

Responsibilities

6. The Records Management and Archives Department (RMAD) is responsible for issuing and maintaining procedures and guidelines to manage emails efficiently. RMAD is also responsible for monitoring their use; for providing appropriate training and for ensuring that the appropriate retention periods are applied.
7. Instructional and Information Technology Services and any department operating an email system for the University is responsible for maintaining the email environment and for ensuring its disaster recovery.
8. Faculty and staff of the University are responsible for applying this Policy and its related [guidelines and procedures](#). More specifically, they are responsible for:
 - applying the email management procedures and guidelines to their emails;
 - identifying their email with an appropriate signature; and
 - deleting all unofficial and personal emails within 90 days of sending or receiving.
9. The Secretary-General has the overall responsibility for the implementation of this policy.