

POLICY ON CONCORDIA EMAIL ACCOUNTS FOR STUDENTS AND EMPLOYEES

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Approval Authority: Vice-President,
Services and Sustainability

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SCOPE

This Policy applies to all Students and Employees once they have been provided with a Concordia Email Account (as such expressions are defined below).

This Policy has been developed in the context of and co-exists with other policies and regulations of Concordia University (the “University”), including, but not limited to, the *Code of Rights and Responsibilities* ([BD-3](#)), the *Policy on Computing Facilities* ([VPSS-30](#)), the *Policy Concerning the Protection of Personal Information* ([SG-9](#)), the *Policy on Records Management and Archives* ([SG-10](#)) and the *Information Security Policy* ([VPS-33](#)).

PURPOSE

This Policy has been adopted to establish and support a standard, efficient, effective and secure means for the transmission of Email Communications (as defined below) and the mandatory use of a Concordia Email Account by all members of the University community.

A Concordia Email Account is provided to Students and Employees to support the overall objectives and operations of the University. This Policy also sets out University-wide standards for email provisioning and use.

DEFINITIONS

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

“Communicator(s)” means any person or department of the University that is authorized to send Email Communications in the performance of, or as part of their functions at the University, and which includes the provision of services on behalf of the University.

“Concordia Email Account(s)” means an electronic email address with the suffix “concordia.ca” provided by the University to its Students and Employees.

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“Email Communication(s)” means any communication or transmission of information to the Students and Employees, that is done by a University Communicator using emails.

“Employee(s)” means any full-time, part-time or temporary employee of the University, including; staff, faculty, postdoctoral fellows, researchers, research assistants, teaching assistants, members of the administration, stagiaires and interns, any individual engaged by the University on a consulting basis or in virtue of any other contractual agreement, appointees, as well as any retired University employee who, by virtue of their collective agreement, may retain the right to use a Concordia Email Account after retirement.

“Shared Email Account(s)” means a Concordia Email Account which is a role-based electronic email address with the suffix “concordia.ca” provided by the University, upon request, to one or more groups of Employees, Students, and consultants who require shared use of a Concordia Email Account.

“Student(s)” means any person registered in a course or program on a full or part-time basis, for credit or not, including undergraduate and graduate students, independent students as well as visiting students, exchange students and interns.

POLICY

1. The University provides Students and Employees with access to several electronic messaging and communication systems to support their work at the University, notably a Concordia Email Account. All Employees and Students are required to use the Concordia Email Account provided to them by the University, in relation to their University activities and in the performance of their functions at the University. A Concordia Email Account shall only be used to pursue the mission of the University.
2. The University provides Shared Email Accounts to members of its community who require shared use of a Concordia Email Account. Each Shared Email Account will have a primary owner who is responsible for respecting this Policy and informing all users of the Shared Email Account of the Policy.
3. Email Communications will be transmitted to Students and Employees via their Concordia Email Account or in accordance with any provisions of a collective agreement,

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where applicable. Students and Employees are responsible for the use, monitoring and managing of the Concordia Email Account(s) assigned to them.

4. A Concordia Email Account is restricted to the Student or Employee it is assigned to and must be used in compliance with this Policy, other applicable University policies, including the *Information Security Policy* ([VPSS-33](#)).
5. Use of a Concordia Email Account is an integral part of the University's layered cyber security strategy and protection program. Where a Concordia Email Account is not used while communicating with a Communicator, the University will require that the request be resubmitted using a Concordia Email Account before responding to such request or providing any information.
6. It is prohibited to use the Concordia Email Account to transmit, view or store material that is in violation of the law and/or applicable University policies, including, but not limited to solicitation; transmission of inappropriate, unprofessional, slanderous, derogatory, defamatory, obscene, offensive, discriminatory, or harassing material; and chain letters.
7. Records Management and Archives (RMA) is responsible for issuing and maintaining procedures and [Guidelines](#) to manage emails efficiently. RMA is also responsible for providing appropriate training and for ensuring the appropriate retention periods are applied.
8. Instructional and Information Technology Services (IITS) is accountable for maintaining the email environment and monitoring the use of Concordia Email Accounts.
9. Students and Employees must ensure that their use of the Concordia Email Account remains consistent with their role and responsibilities at the University. Aside from occasional and incidental personal use, the Concordia Email Account should not be used for personal, commercial, or other activities that are unrelated to these roles and responsibilities.

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Personal Information and Privacy

10. Students and Employees using a Concordia Email Account should exercise extreme caution in using such account to communicate restricted, confidential, or personal information. A user cannot reasonably expect that when using a Concordia Email Account that such use is entirely private and confidential by reason that records may be subject to the applicability of the [*Act respecting Access to documents held by public bodies and the Protection of personal information, CQLR, chapter A-2.1*](#), or other applicable access to information or protection of privacy laws, and by reason that confidentiality of Email Communications may also be impacted by unintended redistribution or unauthorized access. If Students and/or Employees choose to store their own personal information on a Concordia Email Account, which is unrelated to the University's activities or not related to their functions at the University, they do so at their own risk.
11. The University does not monitor the content of emails as a routine procedure. However, the University reserves the right to access content of a Concordia Email Account to investigate instances or complaints of non-compliance with this Policy or with any other University policies, procedures, or academic regulations. The University also reserves the right to access content of a Concordia Email Account to ensure compliance with applicable laws or in response to any legal requirement, including the production of records; maintaining control over and proper operation of University IT facilities, assets and resources; or to guard against acts or threats of misconduct or attacks on University email facilities, IT assets and resources.
12. The University has the right to access, examine, or disclose any material transmitted using or stored in a Concordia Email Account. Such access, examination, or disclosure of material will be subject to proper authorizations and administrative processes, in accordance with the University's policies, and at all times remain subject to applicable law.

Consequences of non-compliance

13. Once provided with a Concordia Email Account, failure to use it when communicating with Communicator(s) will result in delays in receiving services being requested from the University, owing to security considerations.

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14. Failure to monitor an assigned Concordia Email Account will result in delays in receiving timely information disseminated by Email Communications, which may also result in missed deadlines. At no time will the University be liable to any Employee and/or Student for missed deadlines for lack of information, where such Employee and/or Student has not properly monitored their Concordia Email Account.
15. Failure to comply with any provisions of this Policy, including the prohibited uses, may result in an immediate suspension or revocation of the use of a Concordia Email Account, which suspension or revocation shall be subject to proper authorizations and administrative processes, in accordance with the University's policies, and at all times remain subject to applicable law.
16. Reporting any non-compliance and/or breach of the terms of this Policy or the misuse of a Concordia Email Account must be immediately reported by emailing the [IT Service Desk](#).

Policy Responsibility and Review

17. The overall responsibility for implementing and recommending amendments to this Policy shall rest with the Vice-President, Services and Sustainability.