



Email use Policy

Lead/owner	CEO
Date of Approval	11/07/2025
Author/Reviewer	CEO
Next Review date	11/07/2026
Related policies	<ul style="list-style-type: none">· Data Protection & GDPR Policy· Confidentiality Policy
Level of Approval	Board of Trustees

Policy Statement:

This policy establishes standards for proper use of the “Email System” of Compassionate Inverclyde. It also describes authorised and unauthorised uses of the Email System and designates sanctions for policy violations.

Scope:

This policy covers the appropriate use of the Email System by all users, including employees, vendors, and agents acting on behalf of Compassionate Inverclyde, and at all locations, including Compassionate Inverclyde property, client property, employee residences, and mobile devices.

Company property:

Compassionate Inverclyde computers, the Email System, and Compassionate Inverclyde emails created or transmitted via the Email System are the property of the organisation.

Monitoring:

Compassionate Inverclyde may view all emails stored, sent, or received through the Email System. Employees should have no expectation of privacy in anything they store, send, or receive through the Email System.

Retention:

All emails sent or received through the Email System are considered written business records that may be retained by Compassionate Inverclyde at its discretion and in accordance with Compassionate Inverclyde record retention policy.

Policy:

- (a) **Business use.** Subject to subsection (b) employees shall use the Email System primarily for business purposes.
- (b) **Personal use.** Compassionate Inverclyde recognises that an employee may at times need to use the Email System for personal reasons. Compassionate Inverclyde

allows this use as long as it is minimal, does not interrupt or impede the employees work obligations, and complies with the terms of this policy. Personal use of email should be made before or after work hours, or during break time. An employee has no personal right of privacy in any information contained in or transmitted by Compassionate Inverclyde computers or Email System.

(c) **Prohibited uses.** An employee may not use the Email System to create, distribute, or retain anything that:

- i. Is disruptive, offensive, discriminatory, intimidating or harassing, including sexually explicit messages, comments, images, jokes about race, gender, disability, age, sexual orientation, national origin, or other protected class, religious beliefs and practice, political beliefs, or any content that is indecent, pornographic, obscene, illegal, defames or slanders others, or could be construed as harassment.
- ii. Relates to commercial or advertising purposes, conducting non Compassionate Inverclyde business, searching externally for jobs, or soliciting money for personal gain.
- iii. Access copyrighted or trademarked information in a way that violates the copyright or trademark, or send any trademarked or copyrighted, intellectual property, or legally protected material that the employee does not have permission to distribute.
- iv. Relates to jokes, hoaxes, chain letters, spam, phishing scams, or viruses.
- v. Violates any local, national, or international laws.

Employees who receive emails containing prohibited content from any Compassionate Inverclyde employee should report the matter to the CEO.

Best practices:

- a. **Writing.** All communication sent out on Compassionate Inverclyde email should be professional and appropriate, contain proper grammar and punctuation, and include no unnecessary attachments. An employee should be safe and take responsibility for the content of his or her messages, and should not compose emails in violation of this policy. Each employee should assume that anyone can see what he or she has written in an email.
- b. **Receiving.** Each employee should take special care when opening messages if the sender is unknown or the email subject is suspicious.
- c. **Replying.** Emails that require a reply should be answered as promptly as possible. Replies should be prioritised by order of importance.
- d. **Forwarding.** Forwarded emails should state clearly the reason why they were forwarded and describe any necessary action that should be taken by the recipient.
- e. **Maintenance.** To protect confidentiality, an employee should change his or her password frequently and should never disclose those passwords. An email account that has not been used for a period of 40 days or longer will be deactivated and may be deleted in management's discretion.
- f. **Confidential information.** Each employee should limit his or her confidential information via Compassionate Inverclyde email, and should take precautions if it is necessary to send that information. Confidential includes individual's social security numbers, passwords, credit card numbers, client lists, personal information (including information included within employee's/volunteers records, like

addresses, phone numbers, salary information and performance reviews) information about when and where an employee/volunteer works, office procedures, and routines, photos, and anything else that could compromise the safety or reputation of the user or a fellow employee/volunteer of Compassionate Inverclyde), or any restricted or otherwise private Compassionate Inverclyde information that could be detrimental to Compassionate Inverclyde's reputation or organisational interests if disclosed to the public.

Enforcement:

An employee who violates this policy may be subject to disciplinary action, up to and including termination of employment.

Amendment of policy:

This policy may be amended in writing by Compassionate Inverclyde in its discretion, and amended versions of the policy will be distributed to all employees.

Questions:

Employees who have questions about or do not understand these rules should consult with Compassionate Inverclyde about the scope and application of the policy.

All questions should be directed to Alison Bunce, CEO at 07540766381

Declaration:

I have read and understood the above policy and agree to abide by its terms. I authorise Compassionate Inverclyde to access any communication I make using Compassionate Inverclyde equipment or resources.

Employee name

Date

Employee signature

TO BE SIGNED AND PLACED IN EMPLOYEE PERSONNEL FILE

Document version control

Version number	Change or update	Author or owner	Date
1.0	First version	CEO	11/07/2024
	Dates changed Data Protection & GDPR Policy Confidentiality Policy added to related policies	CEO	11/07/2025

Agreement

All company employees, contractors or temporary staff who have been granted the right to use the company's email services are required to sign this agreement confirming their understanding and acceptance of this policy.

Please note

To ensure the effective running of the business, an organisation may legitimately decide to monitor internet and email use provided it is done so in accordance with data protection laws. This information should be included in your employee privacy notice to ensure transparency around data processing required by the GDPR and Data Protection Act.

In order to carry this out lawfully, employees must be informed in advance that monitoring is taking place.