

Electronic Mail Usage Policy

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Person Responsible for Monitoring of this:	Director/Manager responsible for Information Technology Services
Related Policies:	<ul style="list-style-type: none"> (i) Information Security Policy (ii) IT Acceptable Use Policy

1. Title

Electronic Mail Usage Policy

2. Acronyms

DUT – Durban University of Technology

IT – Information Technology

EMAIL – Electronic mail

3. Definitions

University –Durban University of Technology

Users - Staff, stakeholders and partners who are assigned or given access to a DUT email address

Snoop – Casual observance of an electronic mail that appears on another user's computer screen

Spoof – Creation of electronic mail message with a forged sender address

4. Purpose of the Policy

The DUT email usage policy helps users to use the university's email addresses appropriately. Email is one of the communication methods that is essential in conducting university business and functions. The university wants to ensure that users understand the limitations of using the DUT email accounts. The goal is to protect DUT's confidential data and information from breaches and safeguard the university's reputation and technological property.

5. Policy Statement

All DUT users will be assigned a DUT email address and official DUT email communication will only be to this assigned email address.

Users should use their DUT email addresses primarily for work-related purposes.

6. Related Legislation and Regulations

This policy is not in contravention of any government policies or acts, like:

- National Archives of SA Act 43 of 1996

- Copyright Act No 98 of 1978
- Protection of Personal Information Act No 4 of 2013 (POPIA)
- Promotion of access to information Act 2 of 2000 (PAIA)
- Interception and Monitoring Prohibition Amendment Act 77 of 1995
- Electronic Communications and Transactions Act 25 of 2002 (ECT)

7. Scope and Applicability

This email policy applies to all users who are assigned or given access to a DUT email address. The DUT email address may be assigned to an individual (e.g. userxyz@dut.ac.za) or faculty (e.g. facultyxyz@dut.ac.za), department (e.g. departmentxyz@dut.ac.za) or any other entity as long as the email address is assigned to the dut.ac.za domain.

8. Policy Principals

8.1 Number of Email Addresses

Only one email address per department and one email account per user is permitted. Additional departmental addresses will only be considered upon strong motivation and approval by the Director/Manager responsible for IT Services.

8.2 Naming Convention

The email address naming convention for users: first name and initial of the surname followed by @dut.ac.za. e.g. a user whose full name is Jane Doe will have janed@dut.ac.za

In terms of conflicting email addresses, a numerical sequence of numbers will be added to distinguish email accounts. In case of user Jane Doe and user Jane Dower. The second user will have janed1@dut.ac.za as her email address.

Any deviation from this naming convention will require a written executive approval.

8.3 Prohibited Use

DUT users represent the university whenever they use their DUT-issued email address. They must not:

- ✓ Sign up for illegal, unreliable, disreputable or suspect websites and services.
- ✓ Send unauthorized marketing content or solicitation emails.
- ✓ Register for a competitor's services unless authorized.
- ✓ Send insulting or discriminatory messages and content.
- ✓ Intentionally spam other people's emails, including their co-workers.
- ✓ Automatically forward emails to external domains.
- ✓ Snoop and spoof email

- ✓ Send emails that violate copyright laws
- ✓ Distribute junk mail, hoax messages, pornographic content, defamatory and offensive language
- ✓ Send classified personnel, department, faculty or institutional data for non-work-related purposes.

8.4 Monitoring of Electronic Mail

DUT can monitor emails going through the university email system

8.5 Appropriate use of DUT Email

DUT users can use their DUT-issued email address for work-related purposes without limitations. For example, users can use their email to:

- ✓ Communicate with current or prospective students, staff, and partners.
- ✓ Log in to access to DUT IT systems.
- ✓ Give their email address to people they meet at conferences, career fairs or other educational events for business purposes.
- ✓ Sign up for newsletters, platforms and other online services that will help them with their jobs or professional growth.

8.6 Personal Use

DUT users can use their DUT-issued email address for some personal reasons. For example, DUT users can use their DUT-issued email address to:

- ✓ Register for classes or meetups.
- ✓ Send emails to friends and family if they don't spam or disclose confidential information.
- ✓ Download e-books, guides and other content for their personal use if it is safe and appropriate.

8.7 Terms of Use

- ✓ When a user resigns from DUT, their email mailbox is only available for 30-days post the resignation date.
- ✓ DUT users must adhere to this policy at all times, in addition to confidentiality and data protection guidelines.

9. Email Security

Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can compromise our reputation, legality and security of our equipment.

Users must:

- ✓ Select strong passwords based on the DUT User Password Policy.
- ✓ Remember passwords instead of writing them down and keep them secret.

Also, users should always be vigilant to catch emails that carry malware or phishing attempts. Users must:

- ✓ Avoid 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.
- ✓ 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 an employee is not sure that an email they received is safe, they can consult the Security Specialist or the Email Administrator.

10. DUT Email Signature

Users are required to create an email signature via the DUT Corporate Affairs' Design Studio. The signature must exude professionalism and represent the university well. See **Appendix I** as an example.

Any other inclusions, like professional images, company logos and work-related links, will in the first instance, need to be approved by DUT's Corporate Affairs Division.

11. DUT Email Archiving

Every email that is sent or received from any mailbox within DUT is stored on-line on a DUT approved archiving solution for which the IT department will be responsible for. Users will have "Read Only" access to their archive only.

Access to the on-line email archives from someone other than the user the email address is assigned to is only permitted if:

- ✓ a request from an HOD approved by Senior Management has been submitted in writing in the event of forensic investigation.
- ✓ It is related to disciplinary and/or possible criminal charges.
- ✓ a request from an HOD has been submitted in writing in a situation where they need to obtain critical information for a user and the user is seriously indisposed, critically ill, or uncontactable for a significant period.

12. DUT Email Disclaimer

- The content of all emails transmitted from any DUT domain is confidential and intended for the addressee/s contained therein. Access or use thereof by any person other than the intended addressee/s is unauthorised. If the recipient is not the intended recipient, any

disclosure, copying, distribution or any action taken or omitted in reliance on the content thereof is prohibited and may be unlawful.

- Unless the content of an email is related to the business of DUT, the views and opinions contained therein belong to the author and do not necessarily represent the views and opinions of DUT. DUT's employees are precluded from making any defamatory statements or in any way infringing on any third party's legal rights. Accordingly, DUT will not accept any liability for such unauthorised statements.
- Unless expressly authorised in terms of DUT's statute, no employee of DUT has the authority to conclude a binding contract for or on behalf of DUT. Unless the author of an email has express authority to bind DUT contractually, the contents of any email sent will not result in any legally enforceable rights or claims against DUT, howsoever arising.
- While DUT has implemented steps to ensure that emails and attachments are virus-free, DUT cannot ensure that the data included in emails has not been infected, intercepted or corrupted. DUT does not accept liability for any damage in the event that a virus is transmitted to any addressee/s.
- The intellectual property contained in any email is retained by the holder of such intellectual property rights.
- If an addressee is not the intended recipient of an email, such person is requested to notify the sender immediately by return email and then to delete the message.
- To protect the environment addressees are requested not to print emails unless it is necessary.

13. Compliance

Failure to adhere to the present policy will result in disciplinary action up to and including termination. Example reasons for termination are:

- Using a DUT-issued email address to send confidential data and information without authorization.
- Sending offensive or inappropriate emails to our staff, students, colleagues or partners.
- Using a DUT email for an illegal activity.

Appendix I: Example of Email Signature

[Employee Name]

[Employee Title], [DUT Department]

[Phone number] | [Department Address]

Here is a sample:



The image shows a business card for Dr. Progress Qhaqhi Thabani Mtshali, Chief Information Officer at DUT Knowledge Information Management. The card is divided into two main sections: a light beige left side and a dark grey right side with a geometric pattern. The left side features the DUT logo (a colorful geometric shape) and the text 'DUT DURBAN UNIVERSITY OF TECHNOLOGY INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE'. The right side features the text 'KNOWLEDGE INFORMATION MANAGEMENT' in large white letters. Below this, the contact information for Dr. Progress Qhaqhi Thabani Mtshali is listed: PhD, Chief Information Officer, Knowledge Information Management, Durban University of Technology, P O Box 1334, Durban 4000, South Africa. Contact details include Tel: +27(31) 373 5212, Fax: +27 31 373 2946, email: progressm@dut.ac.za, and the website www.dut.ac.za. At the bottom of the card, the 'ENVISION2030' logo is displayed, followed by a list of values: fairness • professionalism • commitment • compassion • excellence, and transparency • honesty • integrity • respect • accountability.

DUT
DURBAN UNIVERSITY OF TECHNOLOGY
INYUVESI YASETHEKWINI YEZOBUCHWEPHESHE

**KNOWLEDGE
INFORMATION
MANAGEMENT**

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ENVISION2030 fairness • professionalism • commitment • compassion • excellence
transparency • honesty • integrity • respect • accountability