

Corporate Policies and Procedures			
DEPARTMENT: INFORMATION TECHNOLOGY			POLICY #: IT-02
POLICY: Proper Use of E-Mail and Internet Access			
DATE: MAY/01	REV. DATE: APR/05	COVERAGE: All Employees	PAGE #: 1 of 3

POLICY STATEMENT:

The County of Renfrew establishes rules and procedures to ensure the appropriate use of its electronic mail system and Internet access.

PROCEDURE:

1. E-mail and Internet access are tools for business and administrative communication and are not intended for personal or non-business purposes.
2. Messages that are created, sent, or received using the County's e-mail system as well as any items or programs downloaded from the Internet are the property of the County. E-mail messages may be backed up or recorded and stored centrally.
3. The County advises anyone who utilizes corporate computers for personal use that any form of personal communication on corporate systems may be accessed, retained, or deleted by the County without notice.
4. Employees may not send or forward religious, political, or commercial messages; chain letters, promotional messages for personal gain, messages for employee solicitation, or messages that are forged.
5. Employees may not send or forward messages that contain:
 - (a) intimidating, harassing, or offensive material i.e. threatening, disruptive, obscene or profane language or images; and
 - (b) language or images that may offend on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offenses, sex, marital status, sexual orientation, family status, or handicap.
6. Employees may not intentionally or knowingly visit web sites that have offensive content i.e. obscene, profane, or harassing language or images and/or language or images that may offend on the basis of race, ancestry, place of origin, colour, ethnic origin,

Corporate Policies and Procedures			
DEPARTMENT: INFORMATION TECHNOLOGY			POLICY #: IT-02
POLICY: Proper Use of E-Mail and Internet Access			
DATE: MAY/01	REV. DATE: APR/05	COVERAGE: All Employees	PAGE #: 2 of 3

citizenship, creed, age, record of offenses, sex, marital status, sexual orientation, family status, or handicap.

7. Employees may not initiate any action that impedes communications or risks a negative impact (i.e. virus vulnerability, bandwidth consumption) on the County's network infrastructure, i.e. instant messaging, music/screen saver download programs, large email attachments or downloads without prior authorization from IT.

On County of Renfrew Hardware and Networks, only County of Renfrew Groupwise email is permitted to be accessed. Accessing any email system other than the County of Renfrew Groupwise email (ie. hotmail, yahoo mail, etc.) is considered to be a violation of this policy.

8. The County manages, consistent with available technology, the privacy and security of electronic data or transmission, and all employees are advised as follows:
 - (a) the County reserves the right to access and disclose the contents of all messages created, sent, or received using its e-mail system without notification to its users; the IT Department may be required, where approved, to monitor e-mail/ Internet access and/or redirect e-mail or Internet documentation for propriety, legal ramifications, or investigation of reported violations; and
 - (b) proxy access to electronic mailboxes should be limited and authorized by the Department Head; the individual providing proxy access is responsible for all information released.
9. E-mail and the Internet are the preferred media of communication rather than fax and voice calls when appropriate.
10. Handle e-mail communication in the same professional and confidential manner as letters, faxes, memos, or other forms of business communication. Employees may inadvertently receive e-mail sent in error and meant for another recipient; advise the sender immediately so that the e-mail can be re-sent, and delete the improperly sent item, thereby preserving another's privacy and security.
11. Employees are encouraged to read their e-mail frequently and respond within an appropriate time frame. (Typically within one (1) working day.)

Corporate Policies and Procedures			
DEPARTMENT: INFORMATION TECHNOLOGY			POLICY #: IT-02
POLICY: Proper Use of E-Mail and Internet Access			
DATE: MAY/01	REV. DATE: APR/05	COVERAGE: All Employees	PAGE #: 3 of 3

12. Users are responsible for the proper storage of their e-mail messages.
13. Messages exceeding mailbox capacity will be deleted.
14. Report violations of this policy immediately to the appropriate Department Head; the County makes every effort to maintain confidentiality within the limits of its obligations.
15. When serious violations of this policy are confirmed, access will be restricted and/or appropriate action will be taken in compliance with the Discipline and Dismissal Policy (Policy No. H-02).