



Department of
**Human
Resources**

Effective Email Usage Policy

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Foreword

This policy document stipulates how Kumaraguru College of Technology, Coimbatore will handle email communication between its internal and external stakeholders. The policy puts in place a solid communication structure that will ensure proper email communication system in place.

1. Short Title and Commencement

- (i) These may be called the effective email usage policy of Kumaraguru College of Technology. These policy supersede the policy, process and rules in existence, on the date these policy come in force.
- (ii) These policy shall be applicable to all the employees of the Kumaraguru College of Technology.

2. Introduction

The internet and electronic communication have revolutionized the way we run our system and it is very important to have institution policies that help employees understand how they should use (and not use) these powerful tools. At their best, these tools make us efficient, productive and better informed. Misuse, however, can create problems that distract from and undermine our institution's mission.

An effective email policy will encourage positive, productive communications while protecting our institution from legal liability, reputational damage and security breaches.

3. Definition and Interpretation

In these policy unless the context otherwise requires

- (i) **“Official Communications”** means the communications from the institution (KCT) to employees that are important and that may trigger an obligation for the recipient to respond.
- (ii) **“KCT E-mail Account”** means “kct.ac.in” e-mail account assigned by the communications department of KCT.

(iii) **“Internal communication”** means the exchange of information and messages between employees or departments across all levels of Kumaraguru College of Technology.

(iv) **“External communication”** means the exchange of information and messages between the Kumaraguru College of Technology and organizations, groups, or individuals outside its formal structure.

4. Purpose

The purpose of this effective email usage policy is to ensure the proper use of email system and make our employee aware of what deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within our KCT Network.

5. Email Usage Policy

(i) Kumaraguru College of Technology will provide every eligible employee with the institution e-mail Account in order to access Official Communications.

(ii) All employee who have an official KCT email id have a responsibility to ensure they make appropriate and proper use of the system and also all use of email must be consistent with policies and procedures of ethical conduct, safety, compliance with applicable KCT norms and practices.

(iii) E-mail sent by the institution or its representatives to the institution e-mail account is an official form of communication to employees. It is the responsibility of employees to receive such communications and to respond to them as may be necessary.

(iv) Official E-mail Communications may be time-critical and employees are expected to review messages sent to their official e-mail account on a daily and consistent basis.

(v) Employee with KCT e-mail accounts are responsible for managing the account in a manner that maintains sufficient space for e-mail to be delivered.

(vi) All employee must use the digital signature as per the policy of email communication. Digital signature template will be shared at the time of joining. Digital signature comprises of concerned employee name, photo, designation, department, phone number and website.

(vii) Assistance with managing the KCT e-mail account can be requested from the DTS department.

(viii) KCT email account should be used primarily for official purpose only and personal communications and non-related commercial uses are strictly prohibited.

(ix) Employees who don't have access to computer (like drivers in transport department), HOD's are required to provide the official communication message to their employee in a timely manner.

(x) Employee may not use private e-mail accounts, such as gmail.com, yahoo.co.in and hotmail.com etc. for official purpose.

(xi) Employee are prohibited from automatically forwarding official email to a third party email system.

(xii) KCT email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, disabilities and beliefs. Employees who receive any emails with this content from any employee should report the matter to their head of the department immediately.

(xiii) In email, employee should not present personal views as the institution's views, should not distribute copyrighted material and share confidential materials of Kumaraguru College of Technology to the outside entity.

(xiv) Employees shall have no expectation of privacy in anything they store, send or receive on the Kumaraguru College of Technology's email system.

(xv) Any employee who fails to comply with the Policy and the guidelines may be subject to disciplinary action. It is the responsibility of HOD's and Unit heads to ensure that their staff are made aware of the existence and content of the Policy and of the guidelines.

(xvi) Kumaraguru College of Technology reserves the right to access and review e-mail communications as per this policy.

6. KCT Email Etiquette

In addition to explaining employees what not to do, KCT effective email usage policy also provides email etiquette to enhance the effectiveness of communication.

(i) **Professionalism** – Emails should be professional and respectful in tone irrespective of formal or casual.

(ii) **Spelling / grammar** – Spell check should be enabled and grammar checked before sending emails.

(iii) **Proofread** – Before sending, employees should re-read their emails to correct errors, check tone and avoid miscommunication.

(iv) **Address** – Add the email recipient's address after composing the email to avoid sending an unfinished / unedited message and also double check the recipients' addresses before sending.

(v) **Signature** – Employees must include prescribed information and format as part of their signature (Name, Designation, Department, Photo, website address and phone number only).

(vi) **Reply all** – To respect others' time and inbox capacity, limit replies to those who need to know the information being conveyed.

(vii) **Forward** – It's probably best not to forward without permission or at least to review all content that will be forwarded to avoid sending sensitive information and also do not alter others' text.

(viii) **Turnaround / response** – Employees are expected to respond to emails both internally and externally within a reasonable timeframe.

7. 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.

Employees must

(i) Select strong passwords with at least eight characters and without using personal information

(ii) Remember passwords instead of writing them down and keep them secret.

(iii) Change the email password every two months.

(iv) Employees should always be vigilant to catch emails that carry malware or phishing attempts.

(v) Check email and names of unknown senders to ensure they are legitimate.

8. Policy Compliance

Kumaraguru College of Technology Communications, DTS and HR will verify compliance to this policy through various methods, including but not limited to email access, server monitoring, email tool reports, internal and external audits and peer feedback.

9. Consequences of Breach of Rules and Conditions

Employees who don't adhere to the present policy will face disciplinary action up to and including termination.

Following are the few actions amounting to termination

- (i) Using KCT email address to send confidential data without authorization.
- (ii) Sending offensive or inappropriate emails to colleagues or others.
- (iii) Using KCT email for an illegal activity.

10. Exception

Management also have right to revise the policy at any point of time in meeting the need.

****** Thank You ******