

VOLUNTEER INDUCTION PROGRAMME

EMAIL POLICY

2026/2027

POLICIES & PROCEEDURES - EMAIL POLICY

Introduction

Email is an essential component of The Claddagh Association Inc (the Association) communication; however, it presents a set of challenges due to its potential to introduce a security threat to the network. Email can also influence the Associations liability by providing a written record of communications.

Purpose

The purpose of this policy is to detail the Associations expectations and guidelines for the appropriate, safe and effective use of the email system. This policy will help the Association reduce risk of an email related incident, foster good communication, both internal and external to the Association and provide for the consistent and professional application of the Associations email principles.

Scope

The scope of this policy includes the Associations email system in its entirety, including desktop and/or web-based email applications, server-side applications, email relays and associated hardware. It covers all electronic mail sent from the Associations system as well as any external email accounts accessed from the Associations network.

Policy

Proper Use of Association Email Systems

Users are asked to exercise sound judgement when using the Associations email accounts. The following guidelines for proper use of the Associations email system and accounts apply.

Sending Email

Users must take great care when typing in addresses, particularly when email address auto complete features are enabled; using the 'reply all' function; or using distribution lists to avoid inadvertent information disclosure to an unintended recipient. Careful use of email will help the Association avoid unintentional disclosure of sensitive or non-public information.

POLICIES & PROCEDURES - EMAIL POLICY

Personal Use and General Guidelines

Personal usage of Association email systems is permitted as long as:

- such usage does not negatively impact the computer network and;
- such usage does not negatively impact the users job performance.

The following is never permitted:

- Spamming, harassment, communicating threats, solicitations, chain letters or pyramid schemes. This list is not exhaustive but is included to provide a frame of reference for types of activities that are prohibited.
- The user is prohibited from forging email header information or attempting to impersonate another person.
- It is agency policy not to open email attachments from unknown senders or when such attachments are unexpected.

Business Communications and Email

The Association uses email as an important communication medium for agency operations. Users of the email system are expected to check and respond to email in a consistent and timely manner during business hours.

Additionally, users are asked to recognise that email sent from an Association account reflects on the Association, and, as such, email content must be professional and courteous.

POLICIES & PROCEDURES - EMAIL POLICY

Email Signature

An email signature (contact information appended to the bottom of each outgoing email) is required for all emails sent from the Associations email system. At a minimum the signature should include the users:

- Name
- Title
- The Claddagh Association Inc
- Phone number(s)
- URL for the Associations website

Email signatures may not include personal messages (political, humorous etc)

Automatic Responses

The Association recommends the use of an automatic response if the user is to be out of the office for an entire business day or more. The automatic response should notify the sender that the user is out of the office, the date of the users return and who the sender should contact if immediate assistance is required.

Opening Attachments

Users must use care when opening email attachments. Viruses, Trojans and other malware can be easily delivered as an email attachment. Users should:

- Never open unexpected email attachments.
- Never open email attachments from an unknown source.
- Never click links within email messages unless he or she is certain of the links safety. It is often best to copy and paste the link into your web browser or retype the URL as specially formatted emails can hide a malicious link.

The Association may use methods to block what it considers to be dangerous emails or strip potentially harmful email attachments as it deems necessary.

POLICIES & PROCEDURES - EMAIL POLICY

Monitoring and Privacy

Users should not expect privacy when using the Associations network or resources. Such use may include but is not limited to:

- Transmission and storage of files
- Data
- Messages

The Association reserves the right to monitor any and all use of the computer network. To ensure compliance with Association policies this may include:

- interception and review of any emails or other messages sent and received;
- inspection of data stored on personal file directories;
- hard disks;
- removable media.

Ownership of Email

Users should be advised that the Association owns and maintains all legal rights to its email systems and network and thus any email passing through these systems is owned by the Association and it may be subject to use for purposes not anticipated by the user. Keep in mind that email may be backed up, otherwise copied, retained or used for legal, disciplinary or other reasons. Additionally, the user should be advised that email sent to or from certain public or government entities may be considered public record.

Contents of Received Emails

The Association has little control over the contents of inbound email and any subsequent exposure that a user may have to content or material that the user may find offensive. If unsolicited email becomes a problem, the Association may attempt to reduce the amount of unsolicited email that the users receive, however no solution will be 100 percent effective. The best course of action is to not open emails that, in the users' opinion, seem suspicious. If the user is particularly concerned about an email, or believes that it contains illegal content, they should notify the Chairperson and IT support as soon as possible.

POLICIES & PROCEDURES - EMAIL POLICY

Access to Email from Mobile Devices

Many mobile phones and other devices, often called smartphones, provide the capability to send and receive email. The Association permits users to access the Associations email system from Association mobile phones/devices. The mobile phone/device must be protected by a password/passcode to ensure confidential information is not at risk of exposure.

Proper Use of Association Email Systems

The Association recognises that users may have personal email accounts in addition to their Association provided account. The following sections apply to non-Association provided email accounts.

Use for Association Business

Users must use the Association email system for all business-related email. Users are prohibited from sending business email from an email account not provided by the Association.

Access from the Association Network

Users are not permitted to access external or personal email accounts from the Associations network.

Confidential Data and Email

The following sections relate to confidential data and email.

Passwords

As with any Association passwords, passwords used to access email accounts must be kept confidential and used in adherence with the Password Policy.

POLICIES & PROCEDURES - EMAIL POLICY

Emailing Confidential Data

Email is an insecure means of communication. Users should think of email as they would a postcard, which, like email, can be intercepted and read on the way to its intended recipient.

Association Administration of Email

The Association will use its best effort to administer the Associations email system in a manner that allows the user to both be productive while working as well as reduce the risk of an email-related security incident.

Email Deletion

Users are encouraged to delete email periodically when the email is no longer needed for business purposes. The goal of this policy is to keep the size of the users' email account manageable and reduce the burden on the Association to store and backup unnecessary email messages.

However, users are strictly forbidden from deleting email in an attempt to hide a violation of this or another agency policy. Further, email must not be deleted when there is an active investigation or litigation where that email may be relevant.

Account Termination

When a user leaves the Association or his or her email access is officially terminated for another reason, the Association will disable the users account by password change, disabling the account or another method. The Association is under no obligation to block the account from receiving email and may continue to forward inbound email sent to that account to another user or set up an auto response to notify the sender that the user is no longer employed by the Association.

POLICIES & PROCEDURES - EMAIL POLICY

Prohibited Actions

The following actions shall constitute unacceptable use of the Associations email system. The list is not exhaustive but is included to provide a frame of reference for types of activities that are deemed unacceptable. The user may not use the Association email system to:

- Send any information that is illegal under applicable laws.
- Access another users email account without:
 - a .The knowledge of permission of that user – which would only occur in extreme circumstances;
 - b.The approval of the committee in the case of an investigation;
 - c.When such access constitutes a function of the employees' normal job responsibilities.
- Send any emails that may cause embarrassment, damage to reputation or other harm to the Association.
- Disseminate defamatory, discriminatory, vilifying, sexist, racist, abusive, rude harassing, annoying, insulting, threatening, obscene or otherwise inappropriate messages or media.
- Send emails that cause disruption to the workplace environment or create a hostile workplace. This includes sending emails that are intentionally inflammatory or that include information not conducive to a professional working atmosphere.
- Attempt to impersonate another person or forge an email header.
- Send spam, solicitations, chain letters or pyramid schemes.
- Conduct non-association related business.

The Association may take steps to report and persecute violations of this policy in accordance with Association standards and applicable laws.

Sending Large Emails

Email systems were not designed to transfer large files and as such emails should not contain attachments of excessive file size. The Association asks that the user limit email attachments to 10MB or less.

POLICIES & PROCEDURES - EMAIL POLICY

Enforcement

Breaches of this policy may result in disciplinary action which may include service suspension, restriction of access or more severe penalties up to and including termination of employment. Where illegal activities are suspected, the Association may report such activities to the applicable authorities. If any provision of this policy is found to be unenforceable or voided for any reason, such invalidation will not affect any remaining provisions which will remain in force.