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Contents

GBS Email Use Policy

Global Banking School Email Use Policy

1. Purpose

1.1 The purpose of this Email Use Policy is to detail the acceptable use of Global Banking School (GBS) email and related services, systems, and facilities. This policy sets out what is acceptable and unacceptable use of the GBS email system. It informs staff about the management of the email system; the expectations privacy users should have and helps users and GBS avoid legal risks which can arise as a result of using email and other types of electronic messaging. Email services are provided by GBS to support its primary role of education and evidence-based teaching and associated functions related to these roles.

2. Scope

2.1 This policy applies to all GBS staff, students and other authorised users who are provided with @globalbanking.ac.uk domain email address or provided with access to other electronic messaging facilities provided by GBS. This policy applies to the use, for the purpose of sending or receiving email messages and attachments, of any IT facilities, including hardware, software, and networks, provided bg0 G[ )]TJETQq0.0000088714M(

6. Email Etiquette

6.1 The following is offered as guidance of best practice with respect to good etiquette when using the GBS email system:

Think about what you are writing in your email. Re-read before sending and if in doubt save and leave for a time and come back to it.

Be polite and considerate at all times.

Avoid using capital letters to emphasise a point   it may be perceived as the

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Be aware of how your email may be interpreted by the recipient. Ensure the tone and wording is appropriate and conveys your intended meaning and impression correctly. Email messages can easily be misinterpreted when there is no vocal intonation or facial expression to support your words.

Ensure you use the subject line in every email. Subjects should be brief and meaningful to enable recipients to determine the content of the email and decide if it is something which needs prioritising without necessarily having to read it.

Your email signature that should be used can be found in Annex 1. No other form of email signatures should be used.

Write well-structured emails, keeping them brief, where possible.

Use the spelling and grammar-checking tool before sending, with the language

Remember that your emails could be made public because of Freedom of Information request or provided to an individual if the content is regarding that person. They could also be used in legal proceedings

Do not send unnecessary attachments. Compress large attachments, for example, using WinZip, before sending to reduce their size and their impact upon the system.

The impact of using these marks will be reduced if they are used too often and inappropriately.

you are emailing a group who do not know each other, and you need to ensure

each recipient to know who else has received the email.

8. Forwarding and Replying to Emails

8.1 The following guidance concerning forwarding and replying to emails is offered:

When forwarding emails only copy in recipients who need to see the information and ensure you clearly state the action you require each of them to take.

Consider whether it is appropriate to forward an email. Would the sender expect this? Is the content private and/or confidential? Is it commercially sensitive and so restricted? Does it contain personal data which should not be further distributed? Ensure you only forward emails when there is a legitimate reason for another person to see the information.

Reply promptly, even if it is just to explain that you are unable to respond in full at this point but will do so as soon as you are able.

who have been copied into the email you have received need to see your reply? Only reply to those who need to see the information in your email.

particularly for sensitive or confidential emails. Care should be taken when replying from mobile devices where buttons are more difficult to select.

9. Unacceptable Use

9.1 The primary use of the GBS email system is to support the teaching, learning, research, and approved business activities of GBS. Use of the GBS email system is granted to support these primary purposes and must be appropriately used, at all times. The following, though not exhaustive, are considered an abuse of the GBS Email system:

Infringe the copyright of another person or body, including intellectual property rights.

Bringing GBS into disrepute.

The transmission of unsolicited commercial or advertising material, chain letters, press releases or other junk-mail of any kind.

Activities that unreasonably waste staff effort or networked resources, or activities that unreasonably serve to deny service to other users.

Activities that violate the privacy of others or unfairly criticise, misrepresent others, this includes copying distribution to other individuals.

The unauthorised provision of access to GBS services and facilities by third parties including material which is sexist, racist, homophobic, xenophobic, pornographic, paedophilic, or similarly discriminatory and/or offensive[2]

Contains defamatory material.

Contains material which includes claims of a deceptive nature.

By intent or otherwise, harass the recipient.

Violate the privacy of others or unfairly criticise or misrepresent others

Using anonymous messages or deliberately forged messages or that have deceptive email header information (i.e., without clear identification of the sender).

Demonstrate excessive personal use of the system

Staff are not under any circumstances permitted under this policy to share their personal email addresses with students.

10. Out of Office Replies

10.1 If you are unable to access your emails for a length of time you can set up an Out of Office message. Anyone sending you an email will receive an automatic reply containing your customised message that go out to colleagues, our university partners, and students when you are away from work. They let others know you are unavailable for contact and when they can expect a response to their emails.

10.2 Out of office messages are significant if you know you will not be able to respond to emails for a period of time. They tell your contacts why your response will be delayed and how to get the information or services they need while you are away. Colleagues, partners, and students who are trying to reach you typically expect fast responses and solutions to their queries. Out of office messages provide them with a polite, concise, and professional explanation as to why you cannot respond right away. Reasons you might set up an out of office message include:

- Going on holiday/annual leave
- Going to a conference, workshop, or professional meeting
- Being on maternity or sick leave or a sabbatical
- Taking a personal day
- Going to an appointment

10.3 When creating an Out of Office message consider the following:

- Keep messages short and concise: reason why you are away, how long you will be gone and the date you will return.
- Whenever possible include details of alternative appropriate work colleague(s) that senders could contact in your absence.
- Do not put any personal contact details in messages (home address, home telephone number, etc.).

10.4 Please see *Annex 3- Example of Out of Office reply.*

11. Breach

11.1 Any breaches of GBS Email Use Policy will be handled under GBS disciplinary procedures applicable to the relevant persons or departments. In addition, breach could lead to:

Suspension, blocking or restricted access to information and GBS resources when it reasonably appears necessary to do so to protect the integrity, security, or functionality of GBS resources or to protect GBS from liability.

Disciplinary action up to and including separation from GBS.

A department being held financially responsible for the costs incurred as a result of a data breach, loss, or illegal disclosure.

12. Monitoring and Review

12.1 This policy may be amended by GBS at any time and will be reviewed annually to ensure it is fit for purpose. Any issues related to the monitoring and review of this policy, please contact asqo@globalbanking.ac.uk.

13. Data Protection and Confidentiality

13.1 GBS

Information Commissioners website. GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

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Annex 1- Email Signature