Email Code of Conduct

Introduction

01. The email facilities of the University of the Arts London are provided as a fast and effective means of communication for all users while they are students or staff of the University. Access to these facilities is withdrawn when a user leaves the University.

02. Set out below is a code of conduct regarding the use and security of University of the Arts London email facilities.

03. The code of conduct provides a framework for operating within a rapidly evolving area of activity. The code may appear to be restrictive but it is actually meant, in spirit, to be a means of enabling all users to obtain maximum benefit from the available email facilities of the University of the Arts London.

04. The term ‘Users’ which appears throughout the code of conduct includes all employees and students of the University of the Arts London and any others who may be authorised to use the email facilities of the University of the Arts London.

General Guidance

01. Email is not a secure medium. Users should never send Strictly Private or Confidential messages by email unless prior consent has been obtained from the addressee or unless approved encryption, i.e. an acceptable method of ensuring privacy and authenticity, is used. Always assume that your email is not secure unless you have ensured that it has been made secure through encryption. If in doubt ask a responsible person.

02. The speed at which email communications can be produced and sent can affect the amount of thought and reflection that would normally be given to the content of a message. Allow a little time to consider the content of your messages.
03. Avoid inadvertently entering into any contractual commitments through the use of email.

04. Beware what you say in email messages. Improper statements can give rise to personal or business liability.

05. Email messages that have been deleted may still exist on back-up media or in other storage areas.

06. Unless it is protected email can be:
   - Read by anyone
   - Modified by anyone
   - Made to look as if it has been sent by you when it has been originated and sent by someone else.

**Specific Requirements**

All users must ensure that they:

- Do not create or transmit material which is designed or likely to cause annoyance, inconvenience or needless anxiety to others. Such material includes chain letters, abusive, obscene, sexist, racist or nuisance messages or defamatory material and is strictly prohibited.

- Do not infringe the copyright of others by downloading, copying or transmitting their work to third parties. If you wish to use material produced by another, make sure that you have their permission first.

- Do not send information concerning bank accounts or credit cards in email communications.

- Do not import non-text files or messages onto University of the Arts London facilities without first having scanned them for viruses.

- Do not create network congestion through email by sending trivial messages or unnecessarily copying or forwarding email e.g. chain letters or humorous stories.

- Do check your email to ensure that the content is appropriate.

- Do contact a responsible person if you become aware of a virus or if you are unsure about what is meant by the term ‘virus’
• Do make hard copies of email which needs to be kept for record keeping purposes
• Do check your mailbox for messages at regular intervals. You should also make appropriate arrangements for your mail to be forwarded or accessed by others during periods of planned or unplanned absence from the University of the Arts London.
• Do clear your mailbox at regular intervals

Disclaimer

The following wording should be considered when sending an external email with an attachment:

“The contents of this email may contain software viruses which could damage your own computer system. Whilst we have taken every reasonable precaution to minimise this risk, we cannot accept liability for any damage which you sustain as a result of software viruses. You should therefore carry out your own virus checks before opening the attachment.”

The University of the Arts London acknowledges the contributions of Osborne Clarke to the above code of conduct.