

# College of Massage Therapists of BC

## E-mail Policy

### Objective:

- To define the appropriate and responsible use of electronic mail (email) at the College of Massage Therapists of BC (CMTBC);
- To assure the efficient use of email as a means to share and record information for purposes of collaboration and communication among coworkers, suppliers, registrants, the Board of Directors and the public, as a means to achieve CMTBC's organizational objectives.
- To minimize and manage the business risks associated with the use of email as a functional tool and means of communication.

### Scope:

This policy applies to all personnel assigned a CMTBC email account.

The following will be granted a CMTBC e-mail account (to be referred to herein as "account holders"):

- Employees
- Board Members
- Selected Committee members – as determined by the Directors and/or Committee Chairpersons
- Consultants and self-employed contractors – as determined by the Registrar

### Policies:

#### Utilization

CMTBC email accounts and the use of CMTBC's local network are meant to be used primarily for official CMTBC business. Account holders should refrain from using CMTBC email for personal communications or for non-College related business.

Since email is considered an official medium of communication at CMTBC, all email account holders are expected to monitor their email account regularly.

#### Security and Confidentiality

Only account holders may use their email accounts for communications. In no instance should an account holder grant any other individual or group personal access to and/or use of his/her email account and related CMTBC network resources by sharing of passwords, or allowing other parties to access use of their computers in any way for purposes of email communications.

CMTBC owns the email accounts and all messages and data held within these accounts, including those marked as private, personal or confidential.

Electronic communications are records under the Freedom of Information and Protection of Privacy Act (FIPP Act) and consequently, all the FIPP Act requirements and rules around collection, uses and disclosure of personal information may apply. Deleting of an electronic communication is similar to shredding a paper document. As such, emails which constitute a business transaction or decision, such as adjudication decisions, payment approvals, travel authorization, etc., must be saved in an appropriate file, whether paper or electronic.

Email is not to be used for the distribution of chain letters, inappropriate humor and offensive graphics or images.

### **Guidelines:**

#### Security and Confidentiality

While there is no guarantee of privacy with email, email content must be shared only with the appropriate addressees in the email concerned and other personnel relevant to the content of the email.

- If emails are meant to be shared only with the addressees, then the sender should mark the email heading, PRIVATE AND CONFIDENTIAL.
- Account holders should consider the appropriateness of forwarding email messages. If in doubt, seek approval from the original sender of the original email.
- Account holders are not allowed to forward e-mails that arrive in CMTBC e-mail mailboxes to another business or personal e-mail mailbox, such as yahoo mail or some other corporate mailbox. They should receive and send CMTBC emails only through the CMTBC network.
- Any e-mails sent or received inadvertently must be acknowledged immediately by the sender or receiver via email notifying the sender or receiver that the e-mail has been sent or received in error and instructing them to delete the said email.

Take reasonable steps to maintain the security and integrity of your mailboxes, accounts, profiles, and their contents. Do not leave your personal computers, laptops or other CMTBC-issued communications devices unattended, logged-on, or in an unlocked state or communicate your passwords to others.

#### Appropriate Use

Care must be taken in drafting the email, as for any official communication:

- Account holders should apply good judgement with respect to the sharing of email message content; bearing in mind especially any copy, proprietary and commercial rights as well as general business confidentiality.

- Account holders are to use email only in a lawful and ethical manner and demonstrate responsibility and respect in a manner consistent with the organization's values, principles and policies.

#### Authority of CMTBC

CMTBC may apply restrictions on the access to, and use of email communications by account holders within the network and across the organization to ensure effective operations, customer service, and compliance to regulatory requirements or as a result of disciplinary measures when any terms of this policy are contravened.

Any emails and any attached materials in contravention of this policy which are stored in CMTBC's systems and/or networks may be removed in a timely manner.

CMTBC and its assigned contractors have the right to monitor usage of all electronic communication to ensure compliance to the terms of this policy, and may take disciplinary action against those whose usage patterns indicate contravention to this policy.

CMTBC and its assigned contractors will only access a mailbox assigned to an account holder in limited circumstances, which may include:

- Suspicion of fraud
- Misuse of corporate resources
- The rare circumstance of a pressing business need during the absence of an account holder
- Investigation of a disciplinary matter.

When required for business or legal purposes (e.g. investigations and audits), management may authorize employees to depart from the terms of this policy.

By accepting and utilizing their assigned e-mail accounts as well as the network, the account holder accepts all provisions and terms of this policy.

Date of Board Approval: August 27, 2012

Effective Date: September 1, 2012

Administered by: CMTBC Corporate Services

Other applicable policies or references:

- HR Policy
- IT Policy
- Code of Conduct and Ethics