



Information Security – Email Usage

I. Introduction

This policy was created to comply with the University System of Georgia’s (USG) information technology policies, specifically USG Information Technology Handbook, 5.15.

In the event that any information contained within this policy conflicts with any Board of Regents (BOR) policy, the BOR policy controls.

II. Purpose

This policy details the appropriate use of Albany State University’s (ASU) Electronic Mail Communication accounts (email) and services. End-user and administrative responsibilities are outlined as they relate to the use of email as a communication medium for University business. This policy is intended to provide direction on University security practices designed to ensure the confidentiality, integrity, and availability of campus information.

The ASU Email Usage Policy covers all users of ASU email accounts. ASU provides University email accounts for legitimate university-related activities to faculty, staff, students and other individuals and entities. All users of ASU email services abide by the provisions of this policy to include all terms and conditions set forth herein. The use of ASU email, like the use of any other university-provided technology resource, is subject to the normal requirements of legal and ethical behavior within the University community as well as all applicable policies and procedures.

III. Definitions

Definitions associated with this policy are available in the [Information Technology and Data Security Glossary](#).

IV. Policy

Account Acceptable Use

Albany State University provides University email accounts for activities that are associated with administrative functions that support its mission of learning, discovery, and engagement. University email accounts should be used for University-related educational and administrative purposes only.

Email, by its very nature, allows account owners to conduct collaborative work and share information with students, coworkers, and colleagues regardless of time and/or geographic boundaries. Because of the possibility of conversing with individuals with whom an individual may have never met, faculty and staff should conduct themselves in a professional manner during their communications. Every

email message sent from an ASU account carries the University's name, and all communications should reflect that.

Use of ASU email systems for the creation or distribution of any disruptive or offensive messages is prohibited.

Accounts are for individual faculty, staff and students and should not be loaned to family and friends. University email accounts will be used for distributing pertinent employee and student announcements.

Email Account Management

ASU Information Technology Services (ITS) is the provider of Albany State University email accounts and administers the creation, maintenance, and distribution of University email accounts.

Email account creation, management, and expiration are detailed in the Email Usage Standard and Procedures.

Public Record and Privacy

All email sent from Albany State University accounts or residing on university email servers may be considered a public record under the Georgia Open Records Act (O.C.G.A. § 50-18-70, (2019)) and may be subject to disclosure. ASU does not monitor the content of electronic mail as a routine procedure. The University reserves the right to inspect and disclose the contents of electronic mail messages but will do so only when ASU officials determine these actions to be appropriate in order to:

- 1) prevent or correct improper use of University email services;
- 2) ensure compliance with University policies, procedures, or regulations;
- 3) satisfy a legal obligation;
- 4) ensure the proper operation or utilization of University email services.

Email services are not to be used for any type of harassment of an individual or organization. Anyone who feels he/she is receiving email of this nature, should report all occurrences to the Information Security Office at abuse@asurams.edu. Users are requested to retain both printed and electronic copies of the harassing email to assist in locating the source of the harassment.

Use of Email for University Business

An official ASU email account shall be considered the official means for communicating University business and may, in some cases, be the sole means of communication. Users are expected to log into their email accounts and shall be presumed to have received and read all official Albany State University email messages sent to these accounts.

Because the contents of such emails are subject to laws governing public records, users are expected to exercise good judgment in sending content that may be considered sensitive. Email transmissions may not be secure, and content that is expected to remain confidential should not be communicated via email unless it is encrypted in transit and at rest. Examples of confidential data includes but is not limited to Social Security numbers, banking account information, personally identifiable information

such as date of birth or driver's license number, and additional data subject to federal, state, and local laws and regulations.

Only authorized ASU email account holders may send university-wide mass email notices via #staff, #faculty and/or #students. These messages must be limited to University business notices only, not individual solicitations or messages. Examples of acceptable business notices are those in which a:

- 1) message relates to the safety of ASU faculty, staff, or students;
- 2) message relates to Information Security such as phishing, email scams and other malicious email;
- 3) message directly relates to the University's mission;
- 4) message is of broad interest and importance to the University community.

The author of any university-wide message assumes responsibility for ensuring that the message does not violate University policies, regulations, or procedures. Disclaimers of confidentiality included in email messages do not protect the sender if confidential information is shared or disclosed inappropriately.

Disclaimer

The University makes no warranties, either expressed or implied, with respect to University email services. The University is not responsible for damages resulting from the use of University email services, including but not limited to the loss of data resulting from delays, non-deliveries, missed deliveries, or service interruptions. The University specifically denies any responsibility for the accuracy or quality of information obtained through University email services, except material represented as an official University record.

V. Exceptions

Exceptions to the ASU Email Usage Policy, other than those previously discussed, are to be evaluated on a case-by-case basis by the Vice President and Chief Information Officer.

VI. Applicability

This policy applies to all users of ASU resources including faculty, staff, students, guests, and external organizations.

VII. Accountability

Users of ASU email accounts who are found to be in violation of this policy or any other applicable university policy or regulation may be subject to revocation or limitation of email privileges as well as other disciplinary actions.

VIII. Contacts

Albany State University Chief Information Officer
Albany State University Chief Information Security Officer

IX. References

USG BOR IT Handbook,

https://www.usg.edu/assets/information_technology_services/documents/2019_IT_Handbook.pdf

O.C.G.A. § 50-18-70. (2019). Georgia Open Records. Retrieved from Code of Georgia:

<http://www.lexisnexis.com/hottopics/gacode/Default.asp>

O.C.G.A. § 16-9-6. (2019). Georgia Computer System Protection Act. Retrieved from Code of Georgia:

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