



# **EMAIL COMMUNICATIONS SERVICES POLICY 2023-24**

Document Title		
COLLEGE EMAIL COMMUNICATION SERVICES POLICY		
Document Author and Department:	Responsible Person and Department:	
ICT Manager	Head of Operations and ICT Manager	
Approving Body:	Date of Approval:	
Senior Leadership Team	20.09.2023	
Date coming into force:	Review Date:	Edition No:
21.09.2023	Annually	4
EITHER For Public Access? Tick as appropriate	OR For Internal Access only? Tick as appropriate	
YES <input checked="" type="checkbox"/>	YES <input type="checkbox"/>	
Summary/Description:		
This document sets out all the details pertaining to the use of the College email services provided by All Nations Christian College		
Revision July 2023:		
<p>This policy is a completely revised version of the former Use of Email Policy 2014. Since students as well as staff are now allocated a College email address, this policy now covers students.</p> <p>All <i>User Responsibilities</i> have been amalgamated with other ICT User responsibilities and are now to be found in Appendix A of the Acceptable Use of ICT policy only.</p> <p>The <i>Responsibilities Roles, Responsibilities, Policy Approval and Review</i> section for all ICT policies can now be found only in the ICT General Policy</p>		

# ALL NATIONS CHRISTIAN COLLEGE

To train and equip men and women for effective participation in God's mission to His multicultural world.

## EMAIL COMMUNICATIONS SERVICES POLICY

This policy should be read in conjunction with the Acceptable Use of ICT policy

### 1 CONTENTS OF POLICY

1. Contents of Policy
2. Legislative Framework
3. Aim
4. Scope
5. College Responsibilities
6. User Responsibilities
7. Privacy
8. Disciplinary Procedure
9. Complaints and Appeals
10. Roles, Responsibilities, Policy Approval and Review
11. Policy Communication
12. Related Documents

### 2 LEGISLATIVE FRAMEWORK

Legislation which covers the correct use of ICT includes, but is not limited to the following:

- **Human Rights Act 1998**, which states individuals have a right to respect for the privacy of their communications).
- **Data Protection Act 2018** and the **UK General Data Protection Regulation**, covers the rights of data subjects, data processors and data controllers.
- **Investigatory Powers Act 2016** which covers any monitoring or investigations e.g. tracing network faults or policing acceptable use etc.
- **Malicious Communications Act 1988, Harassment Act 2, Sexual Offences Act 2003, the Criminal Justice and Police Act 2001, The Equality Act 2010 and The Counter-Terrorism Act 2015, Copyright, Designs and Patents Act 1988, Digital Millennium Copyright Act 1998**, cover different aspects of the use of ICT for criminal purposes.

### 3 AIM

This policy sets out the conditions whereby email communications services are provided by All Nations Christian College and used by those who have been allocated a College email address. It should be read in conjunction with the College [Acceptable Use of Information and Communications \(ICT\) Policy](#)

### 4 SCOPE

This policy is applicable to all members of the College including staff, students and other authorised users of College ICT facilities, who have been provided with an email address by the College and regardless of how they access the email system (i.e. whatever device they use and wherever they are located). This includes cloud-based services and those hosted by the College or a third party.

### 5 COLLEGE RESPONSIBILITIES

The College has a responsibility to ensure, as far as possible, that email services provided by the College are used within the law and do not compromise College-based activities. Since the emails are the property of the College, any email activity which is illegal or compromises College-based activities may be blocked or deleted without prior notice and access to College emails may be withdrawn.

## 6 USERS RESPONSIBILITIES

See the [Acceptable Use of ICT Policy](#) which sets out User Responsibilities for all ICT use at All Nations Christian College.

## 7 PRIVACY:

Users should note that:

- College emails are stored securely, and College will maintain a secure backup of all emails sent and received.
- College emails may be read by any member of staff to which they are addressed. They may also be read by other members of staff who need access to the emails, for example, where another member of staff needs to know the information it contains, or because of absence of the person to which the emails were addressed, or for the reason given in the next clause.
- College emails may also be monitored or viewed by ICT support staff in the course of ensuring the correct and safe operation of the system or for monitoring purposes.

## 8 DISCIPLINARY PROCEDURE

8.1 The College hopes that all College email users will enjoy studying/working at All Nations and will observe the rules and standards for ICT use and general behaviour that have been set in the [Acceptable Use of ICT Facilities Policy](#), and the College Code of Conduct. However, in the event of a failure to do so, then disciplinary measures may be taken.

8.2 Serious infringements may necessitate taking legal advice or involve the police (for example in cases which involve a criminal offence or activities which could put others at risk).

8.3 In the case of:

- accusations of misconduct by **students**, these will be investigated in accordance with the College [Student Disciplinary Policy](#);
- accusations of misconduct by members of **staff, including voluntary workers**, these will be investigated using the College Staff Disciplinary Policy, see 11.2.
- accusations of misconduct by **volunteers**, these will be investigated by the College HR Lead in discussion with the Senior Leadership Team.

## 9 COMPLAINTS AND APPEALS

9.1 Should a user wish to raise a concern about the ICT provision they should initially discuss this with the College's ICT Manager, who will seek to address their issues in conjunction with other members of the ICT Team or the Head of Operations. If they are still unhappy with the level of service provided or wish to appeal against a decision reached, they should do so using the College [Complaints Policy](#).

9.2 The college is committed to considering all disciplinary and complaint cases fairly and in accordance with its [Equality and Diversity Policy](#) and will handle and store such case records in accordance with its [Data Protection Policy](#).

## 10 ROLES, RESPONSIBILITIES, POLICY APPROVAL AND REVIEW

This section, which applies to all ICT related policies, can be found in section 9 of the [Information and Communications Technology \(ICT\) General Policy](#)

## 11 POLICY COMMUNICATION

- 11.1 This policy and any other policies referred to in this document can be found on the College website [here](#).
- 11.2 The 'Staff Disciplinary Policy' can be found in the Staff Handbook Appendices in the Staff folder on the P Drive or obtainable from the HR Lead
- 11.3 The College General Administrator will make every effort to respond to any request to provide this policy in a different format. Such requests should be sent to [info@allnations.ac.uk](mailto:info@allnations.ac.uk)
- 11.4 This policy will be included in staff and student induction.

## 12 RELATED DOCUMENTS

- 12.1 In addition to the contents of this policy, all users must abide by other policies or codes as relevant, including the following ICT related policies:
- [Information and Communications Technology \(ICT\) General Policy](#)
  - [Acceptable Use of ICT Policy](#)
  - [Social Media Policy](#)
  - Only College staff and volunteers must comply with the Staff Personal Portable Devices Policy.
- 12.2 The following College documents are related to this policy:
- All Nations Christian College Staff Handbook
  - All Nations Christian College [Equality and Diversity Policy](#)
  - All Nations Christian College [Data Protection Policy](#)
  - All Nations Christian College [Bullying, Harassment and Sexual Misconduct Policy](#)
  - All Nations Christian College [Complaints Policy](#)