

# Policy: Acceptable Uses of Email

## Policy Details

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Creation Date: \_\_\_\_\_

Applies to: All Employees and Contractors

Approved by: \_\_\_\_\_

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## Purpose

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To ensure the proper use of clinic's email system and make users aware of what the clinic deems as acceptable and unacceptable use of email. This policy outlines the minimum requirements for use of email within Clinic's Network. This policy covers appropriate use of any email sent from a clinic email address.

## Policy

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All use of email must be consistent with clinic's policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.

- Any clinic email account should be used for clinic business-related purposes only. No personal communication from these accounts is permitted.
- All clinic data contained within an email message, or an attachment, must be secured in a manner to ensure that would prevent the information to be accessed by a person who is not authorized or render the information unintelligible to the person who is not authorized to access the information.
- Email should be retained only if it qualifies as a clinic business record. Email is a clinic business record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.
- Email that is identified as a clinic business record shall be retained according to Clinic's Record Retention Schedule.
- The clinic email system shall not be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, appearance, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any clinic employee should report the matter to their supervisor immediately.
- Users are prohibited from automatically forwarding clinic email to a third-party email system. Individual messages which are forwarded by the user must not contain clinic confidential information.

- Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail, etc. to conduct clinic business, to create or memorialize any binding transactions, or to store or retain email on behalf of clinic. Such communications and transactions should be conducted through proper channels using clinic-approved documentation.

## Compliance:

The Privacy Officer will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the Privacy Officer.

Any exception to the policy must be approved by the Privacy Officer in advance.

## Questions?

If you have any questions about this policy, please contact the Clinic's Privacy Officer,

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