

# Email Acceptable Use Policy

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## INTRODUCTION

Staff members, students and authorised visitors (collectively known as 'Users') are provided with a University email account to be used for University purposes. The use of University email services becomes a formal corporate record of the University and is governed by relevant legislation, by the University's stated values and standards of professional conduct, and by the protocols that apply to written communication.

## STATEMENT OF AUTHORITY

The authority behind this policy is the [Charles Darwin University Act 2003](#) part 3, section 15.

## COMPLIANCE

This is a compliance requirement under the University's [Code of Conduct](#).

## INTENT

The intention of this document is to outline what the University regards as acceptable uses of University email facilities and what are the responsibilities of all email Users.

## RELEVANT DEFINITIONS

In the context of this document

**Adjunct or honorary staff** means staff members who are associated with the University by appointment under the [Honorary Appointments Procedures](#) and through the Nominations, Honorary Awards and Legislative Committee;

**Alumni** means graduates of the University and its predecessor institutions;

**Authorised visitor** means bona fide visitors that the University may, from time to time, provide with access to facilities to enhance their ability to complete tasks for the University or to liaise with the University. Such visitors may include, but are not limited to: emeritus, adjunct or honorary academic staff members; alumni; external auditors or consultants; potential clients or business partners; contractors or vendors; conference delegates; and students and staff of other universities with reciprocal arrangements;

**Discriminatory material** includes material which may be of a sexist, racist, homophobic or otherwise prejudicial nature. Often it refers to content that stereotypes, objectifies, patronises or threatens an individual or group of individuals because of their sex, race (including colour) nationality, descent or ethnic background, religion, cultural background, gender identity, HIV/AIDS, industrial activity, marital status, parenthood, sexual orientation, pregnancy, age, physical features or disability. [Refer to the University [Equal Opportunity Policy](#), the [Anti-Discrimination Act 1992](#) (NT), and or contact the Complaints Management Unit for more information on discrimination];

**Email** means a message, including any attachments, sent in an electronic format from one User to one (1) or more other Users via a computer network, using an email protocol;

**Email address/email account** means the officially recognised CDU email address as allocated by ITMS on enrolling as a student or joining the University as staff member or as an authorised visitor;

**Information and Communication Technologies** refers collectively to computers, printers, facsimiles, telephones (both mobile and landlines), scanners, photocopiers, email, internet, intranet, web services, blogs, twitter, wiki, social networking sites e.g. Facebook pages, portable electronic devices and any other resources of a similar nature;

**Internet** includes the University intranet or network;

**ITMS** means the Information Technology Management and Support department of the University;

**Offensive or objectionable material** includes material which infringes socially accepted standards of good taste or good manners, such as insulting or aggressive language directed at another person or persons. This includes but is not limited to pornographic material;

**Staff member** means anyone employed by the University and includes all continuing, fixed-term, casual, adjunct or honorary staff or those holding University offices or who are a member of a University committee;

**Use of email services** means to create, send, forward, reply, copy, store, print, or possess email messages. For the purpose of this policy, receipt of email is excluded from this definition to the extent that the email User does not have control over the email received.

**User** means any staff member, student enrolled at the University and authorised visitors to the University; and

**University Record (in the form of email)** means any email that is in support of University business, whether or not the equipment, software, or facilities used to create, or store the email record, are owned by the University.

## **POLICY**

Access to a University email account is provided for the purpose of sending and receiving emails related to the business of the University or to the study program of the student.

Emails sent and received by a member of the University community acting in their University capacity, form part of the University's official records and must therefore comply with the University's Records Management Policy and Procedures as well as relevant legislated Retention and Disposal Schedules and relevant Commonwealth and Territory legislation.

Use of email is subject to the laws relating to copyright, freedom of information ([NT Information Act](#)), breach of confidentiality, privacy and anti-discrimination. Users of a University email account are required to respect confidentiality, privacy, legal/professional privilege and the rights of others, and to ensure that the content and dissemination of email does not jeopardise those protections.

Users of University email services are expected to respect the standards of courtesy and professionalism that apply to all University communications and to avoid aggressive or abusive messages, messages that

could reasonably be viewed by others as offensive or objectionable, or messages containing content that is obscene.

Users of University email must not use language that could be defamatory or discriminatory, or that may intimidate, humiliate or harass the receiver or any other person. This includes but is not limited to sending an email to another person and copying (Cc or Bcc) the email to a third person/s, with the intention to intimidate, harass, bully or humiliate.

Emails related to University business sent or received through University systems may be accessed by authorised University staff and made available to other University personnel for official University business purposes from time to time. All such access will be subject to appropriate Commonwealth and Northern Territory Government legislation and University policies and procedures.

Users of University email resources should not use email in a way that causes excessive strain on the University's Information Systems, including use that consumes a large amount of bandwidth.

The University's information and communication technologies (including the use of the University's email facilities) are provided fundamentally for education, research and work purposes. However, the University will accept limited and reasonable personal use of its information and communication technologies, if it is in all respects otherwise compliant with this policy and the [Information and Communication Technologies Acceptable Use Policy](#), and provided such use is:

- Infrequent;
- Occasional;
- Trivial in terms of amount of University resources used;
- Does not interfere with performance of the User's work, studies or other University responsibilities; and
- Is not for personal commercial purposes, private commercial gain or for the significant promulgation of private beliefs, unless use in connection with any one (1) or more of these purposes, is clearly required by the User's work, studies or other University responsibilities.

All other personal use of the University's information and communication technologies will be deemed to be "unacceptable use" (Refer [Handling Suspected Cases of Unacceptable Use of Information and Communication Technologies\(ICT\) Procedures](#) and [Identifying Unacceptable Use of Information and Communication Technologies Procedures](#)).

All Users must be aware of and note that the University regards activities that constitute unacceptable use of email resources as potentially serious matters which the University may address under the applicable staff and student disciplinary procedures; reference to law enforcement agencies; or otherwise as it may see fit in the particular circumstances.

**NOTE:** As all Users will be bound by this policy and supporting documentation, a username and password for the system will not be issued until he or she has read these documents.

## ESSENTIAL SUPPORTING INFORMATION

### Internal

[Charles Darwin University and Union Enterprise Agreement](#)

[Code of Conduct](#)

[Equal Opportunity Policy](#)

[Email General Use Procedures](#)

[Handling Suspected Cases of Unacceptable Use of Information and Communication Technologies Procedures](#)

[Information and Communication Technologies Acceptable Use Policy](#)

[Identifying Unacceptable Use of Information and Communication Technologies Procedures](#)

[Information Privacy Policy](#)

[Records Management Policy](#)

## External

[Anti-Discrimination Act 1992](#) (NT)

[Australian Public Service Code of Conduct in practice](#) (Commonwealth)

[Broadcast Services Act 1992](#) (Commonwealth)

[Classification of Publications, Films and Computer Games Act 2010](#) (NT)

[Copyright Act 1968](#) (Commonwealth)

[Copyright Amendment \(Digital Agenda\) 2000](#) (Commonwealth)

[Crimes Act 1914](#) (Commonwealth)

[Criminal Code Act 1983](#) (NT)

[Cybercrime Act 2001](#) (Commonwealth)

[Defamation Act 2006](#) (NT)

[Electronic Transactions Act 1999](#) (Commonwealth)

[Evidence Act 2009](#) (NT)

[Information Act 2002](#) (NT)

[Privacy Act 1988](#) (Commonwealth)

[Public Interest Disclosure Act 2010](#) (NT)

[Public Interest Disclosure Regulations 2009](#) (NT)

[Spam Act 2003](#) (Commonwealth)

[Surveillance Devices Act 2004](#) (Commonwealth)

[Surveillance Devices Act 2007](#) (NT)

[Surveillance Devices Regulations 2010](#) (NT)

[Telecommunications \(Interception and Access\) Act 1979](#) (Commonwealth)

## Document History and Version Control

<b>Last amendment:</b>	15 Dec 2017	<b>Next Review:</b>	Mar 2018
<b>Sponsor:</b>	Deputy Vice-Chancellor, Operations		
<b>Contact Officer:</b>	Director, Information Technology Management and Support		

Version	Date Approved	Approved by	Brief Description
1.00	15 Apr 2011	Vice Chancellor	Creation of original document and upload to CDU website.
1.01	10 Jan 2012	Governance	<ul style="list-style-type: none"> <li>• Update hyperlinks</li> <li>• Minor changes to grammar and formatting</li> </ul>
1.02	17 Aug 2012	Governance	<ul style="list-style-type: none"> <li>• Conversion of document to current template</li> <li>• Update hyperlinks</li> </ul>
1.03	30 Jan 2013	Governance	<ul style="list-style-type: none"> <li>• Updated hyperlinks and essential supporting information</li> <li>• Minor changes to wording, formatting and grammar</li> <li>• Changed policy sponsor from EDCS to VC</li> <li>• Assigned document number</li> </ul>
2.00	25 Mar 2015	Vice-Chancellor	<p>There were no suggested changes to this policy by the ICTG Committee on 19 Feb 2015. The Committee agreed the policy had been useful and recommended it be submitted to Governance for acceptance and use in its current format.</p> <ul style="list-style-type: none"> <li>• Governance updated the template and updated the hyperlinks to Information Privacy Policy and Code of Conduct</li> </ul>
2.01	15 Dec 2017	Governance	<ul style="list-style-type: none"> <li>• Conversion to new Governance template due to new University branding</li> <li>• Updated hyperlinks</li> <li>• Updated definition of staff member</li> <li>• Updated ICT Acceptable Use Policy to Information and Communication Technologies Acceptable Use Policy</li> <li>• Updated Australian Public Service Code of Conduct 1999 to Australian Public Service Code of Conduct in practice</li> <li>• Amended Sponsor from VC to DVC, Operations</li> <li>• Amended Office of Leadership and Organisational Culture to Complaints Management Unit</li> </ul>