Office of the Chief Information Officer Directive: IT 13.04	Published: 04/2019
Chapter: User Responsibilities	Last Review: 01/2024
Subject: **Email Acceptable Use**	

1 DIRECTIVE

1. 01 All users of company-provided email are prohibited from sending email that:

(a) Is offensive. Offensive email is defined here as containing text, art, photos, cartoons, or other graphics that is defamatory or libellous, harassing, menacing, threatening, obscene, pornographic or sexual in nature, containing otherwise offensive language or content, or has other malicious intent;

(b) May damage employee morale or cohesiveness such as jokes, gossip, rumours, innuendoes or disparaging remarks;

(c) May be construed as spam, or is in violation of CASL – Canada Anti-Spam Legislation;

(d) Knowingly or negligently includes malware in the form of attachments or Internet links such as viruses, Trojan Horses, worms, spyware, and other malware intended to expose the receiving systems to malicious intruders;

(e) Is used to enable a personal business venture and not related to the company's business;

(f) Tries to mask the identity of the sender or masquerades as having come from a different sender;

(g) Violates information copyright.

1.02 All users must restrict their personal use of GNB email to reasonable limits.

1.03 Users of GNB email facilities should assume that their email communications are not private. All email received or sent through GNB systems are the property of the company and are subject to logging, archiving and inspection by company-authorized individuals for the purpose of investigating and documenting violations of company email policies.

1.04 Intentional violation of the company's email policy can result in the removal of email privileges and/or disciplinary action up to and including termination of employment.

2 PURPOSE

2.01 The purpose of this Directive is to minimize legal and operational risks to GNB and its IT systems from email misuse and abuse.

3 SCOPE

3.01 This directive applies to all users of GNB email facilities.

4 RESPONSIBILITY

4.01 **All email users** are responsible to abide by the conditions in this Directive.

4.02 **Managers/Supervisors/Team Leads** may set reasonable limits and restrictions on personal email use. These limits may include prohibition when managers determine that personal use may expose GNB Information Security Policy to legal liability or tax IT resources unduly.

4.03 **IT Technical Support** is responsible to monitor email use and report any email abuse discovered. When appropriately authorized, IT technical support may investigate suspected violations of email use.

5 DEFINITIONS

5.01 "**CASL – Canada Anti-Spam Legislation**" refers to *An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act* and *the Telecommunications Act,* S.C. 2010, c. 23, and related regulations.

5.02 "**Spam**" as applied to email means unsolicited bulk email. Unsolicited means that the recipient has not granted verifiable permission for the message to be sent. Bulk means that the message is sent as part of a larger collection of messages, all having substantially identical content. A message is spam only if it is both unsolicited and bulk.

6 RELATED DIRECTIVES

OCIO IT 5.07 – Anti-Spam Requirements

OCIO IT 8.05 – Controls for Viruses, Worms, and Malware

OCIO IT 10.07 – Email Security

OCIO IT 13.01 – System Access and Acceptable Use