Bishop Monkton C of E Primary School
E-mail Policy

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Method of Communication (e.g Website, Noticeboard, etc) **School website, staff meeting and policy folder**			

This E-mail Policy aims to clarify the procedures and protocols in place for E-mail communication, and makes all users aware of Bishop Monkton C of E Primary School's stance on what is acceptable and unacceptable use of Emails. Bishop Monkton C of E Primary School provides the E-mail facility to all employees to enable them to communicate efficiently and effectively with their colleagues and other organisations and partners, and it is important that this tool is used with care.

LEGAL IMPLICATIONS

The same laws apply to e-mail as to other forms of written communication, and users should be aware of the following legal points

You and Bishop Monkton C of E Primary School can be held liable if:

- You send e-mails containing any libellous, defamatory, offensive, racist or obscene remarks or material.
- You forward any e-mails containing any libellous, defamatory, offensive, racist or obscene remarks or material.
- You unlawfully forward any information of a confidential nature.
- You unlawfully forward any message of information that belongs to another user without their prior permission.
- You send a message or an attachment that contains a virus.

LEGAL REQUIREMENTS

To ensure that we comply with the law you must adhere to the following rules:

It is prohibited to:

- Send or forward e-mails containing libellous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your line manager.
- Forward a message without acquiring the permission of the sender first.
- Send unsolicited e-mail messages.
- Forge or attempt to forge e-mail messages.
- Disguise or attempt to disguise your identity when sending e-mail messages.
- Send e-mail messages using another user's account or identity.
- Copy any message or attachment belonging to another user without permission of the originator

BEST PRACTICES

Bishop Monkton C of E Primary School considers e-mail to be an important part of communication, and we recognise the importance of proper e-mail content and fast replies, which conveys a professional image and delivers a good quality of communication service. As much care should be taken in composing an e-mail, as for any other form of communication Bishop Monkton C of E Primary School wishes all users to adhere to the following guidelines and rules:

Writing e-mails

- E-mails should be well structured and use short and descriptive subjects
- Bishop Monkton C of E Primary School e-mail style is informal, which means that sentences can be short and to the point. The use of Internet abbreviations and characters such as 'smiley's' is not encouraged.
- Signatures must include your name, job title, company name and contact details
- **All e-mails must include the disclaimer, which is to be added underneath your signature (see Disclaimer at the end of this policy).**
- E-mails must be spell checked before being sent.
- Do not send unnecessary attachments. Any large attachments should be compressed or zipped before being sent E-mails attachments should not be larger than 10MB in size for the e-mail to send
- Only insert large documents where necessary as it slows the system down – where possible, place such files in shared network directories
- Be courteous in your messages – DONT USE CAPITALS ALL THE TIME as it looks as if you are shouting
- cc: or bcc: fields should not be used unless the cc: or bcc: recipient is aware that you are copying a mail to him/her and understands what action, if any, to take.
- When sending e-mails, ensure that the recipient understands clearly what action they are expected to take.
- E-mails should only be marked as important when they really are important.
- Only e-mails of which the content could be displayed on a public notice board, without causing offence should be sent. If they cannot be publicly displayed in their current state, then consider rephrasing the e-mail or using another means of communication.
- 'Flame mails' (e-mails that are of an abusive nature) must not be sent under any circumstances. They can be a source of stress and can damage working relationships and are therefore prohibited.
- Messages that are sent in haste and have not had proper consideration can result in unnecessary understandings.
- Never send an e-mail that could be misconstrued or contains any hidden messages or undertones.
- You must not distribute joke or chain e-mails using the company's e-mail facility. What you may consider to be a joke, may be offensive to others, and if you receive an e-mail containing this sort of material please contact the originator and ask them not to send e-mails of this nature again
    - Users find these annoying
    - They are thought to be viruses – e-mails with unusual names sent to all users
    - They slow down the network system and e-mail system
- If you need to know the recipient has read the message, use read receipt
- Copies of e-mails should only be sent to those people who require them – don't copy everybody, just because it's easy to do so

News Groups

- Users should request permission from their supervisor before subscribing to a newsletter or newsgroup.
- Any newsletter or newsgroup subscribed to should be of a strictly business nature.

Maintenance
Try to keep E-mails in Inbox, Sent Items and other folders to a bare minimum, by deleting those e-mails that are no longer required

PERSONAL USE
Bishop Monkton C of E Primary School does not encourage the use of the company's e-mail system for anything other than legitimate business purposes. Therefore, the sending of personal e-mails should be limited to similar use of the telephone system. All chain letters, junk mail, jokes and executables are prohibited. All messages distributed via the company's e-mail system are Bishop Monkton C of E Primary School property.

E-MAIL ACCOUNTS
All e-mail accounts maintained on our e-mail systems are the property of Bishop Monkton C of E PrimarySchool. Passwords should not be given to other users within the company or to any other external person, with the exception of senior management.

SYSTEM MONITORING
You do not have any right of privacy in anything you create, store, send or receive on the schools computer system. Bishop Monkton C of E Primary School can, but is not obliged to monitor e-mails without prior notification

All email correspondence is logged and retained any may be read by the Information Systems Manager and any other person given permission to read emails by the Executive Director.

The reason for monitoring is to ensure that these rules are being complied with and to detect computer viruses.

If there is evidence that you are not adhering to the guidelines and rules that have been set out in this policy **/** the company reserves the right to take disciplinary action and/or legal action. This may result in the termination of your employment without notice or pay in lieu of notice.

It may also be necessary for others to read your emails if, for example, you are absent and we need to ensure that we respond properly to parents and other contacts. However, in these circumstances, emails that are clearly personal should not be read by other employees.

USE OF ARBOR EMAIL / COMMS SYSTEM
Bishop Monkton C of E Primary School uses the Arbor communications system to send emails to parents, carers, and staff. The same standards, expectations, and legal requirements that apply to all other email communication also apply to messages sent via Arbor.

General Expectations
- Arbor messages must be professional, accurate, and appropriate for parental communication.
- Messages must be clear, factual, and suitable for a school context.
- Arbor messages represent the school and must uphold professionalism and safeguarding principles.

Content and Approval
- Only authorised staff may send communications via Arbor.
- Whole-school or group-wide announcements require leadership approval.
- Class or individual messages may be sent by relevant staff when appropriate to learning, attendance, behaviour, or pastoral matters.

Accuracy and Record Keeping

- All Arbor messages must be checked for accuracy, clarity and spelling before sending.
- Arbor automatically records communication history; however, staff are responsible for ensuring messages meet data protection requirements.
- Any message sent in error must be reported to senior leadership immediately.

Restrictions

- Personal or non-school messages must not be sent via Arbor.
- Disputes or personal conversations must not be conducted through Arbor.
- Attachments must not be sent unless authorised and required.

Data Protection

- Arbor communications must comply with GDPR and the school's Data Protection Policy.
- Only necessary and authorised personal data may be shared.

DISCLAIMER

The following disclaimer must be added to every outgoing e-mail.

"This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute or copy this e-mail, and if you have received this e-mail in error please notify the system manager. Please note that any views or opinions presented in this e-mail are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this e-mail and any attachments for the presence of viruses. The school accepts no liability for any damage caused by and virus transmitted by this e-mail.