



Multi Academy Trust Policy

Common Trust Policy, Use as Published

Email Policy

Date adopted by Trust Board: May 2021

Date of Review: N/A

Date of next Review: May 2024

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1. Introduction

Aquila, The Diocese of Canterbury Academies Trust (referred to as “the Trust” and any or all of its Academies), understand that computer technology is an essential resource for supporting teaching and learning. The internet, and other digital and information technologies, can provide pupils with the opportunity for learning through collaboration. Whilst the Trust recognises the importance of promoting the use of computer technology throughout the curriculum, we also understand the need for safe internet access and appropriate use.

The Trust has created this policy with the aim of ensuring appropriate and safe use of the internet and other digital technology devices by all pupils, staff, members, Trustees and volunteers and should be read in conjunction with the data protection policy, freedom of information policy and the ICT security policy.

The Trust is committed to providing a safe learning and teaching environment for all pupils, staff, members, Trustees and volunteers and has implemented controls to reduce any harmful risks.

This policy will be reviewed every 3 years or as necessary to reflect best practice, or amendments made to legislation.

Email is a universal electronic communication system. Email is about person to person communications, but the outcome of an email exchange can have a much wider significance.

For example, a member of staff could inadvertently commit the Trust to an action by an email message; he or she can cause illegal material to be transmitted through the Trust’s systems for which the Trust may be liable; all emails held at the Trust are legally discoverable following a request under the General Data Protection Regulation (GDPR) or the Freedom of Information Act (FOI) and may be cited as evidence in legal proceedings.

The Data Protection Act 2018 and Freedom of Information Act 2000 has highlighted that it is timely to adopt more formal policies for email retention.

There are key situations where an obligation to retain emails arises: Under Freedom of Information law – The Freedom of Information Act, section 77, contains an offence of altering, defacing, blocking, erasing, destroying and concealing any records held by a public authority with the intention of preventing the disclosure of records in compliance with a FOI access request or a GDPR access request.

The Trust, pupils, staff, members, Trustees and volunteers will retain only personal data that is appropriate for the function of the organisation. This will ensure the Trust meets its Data Protection Act obligations set out in law.

This document sets out the policy that the Trust, pupils, staff, members, Trustees and volunteers will follow to ensure data is not kept longer than needed, ensuring the Trust meets its legal obligations and endeavours to safeguard business critical information.

Should you need more information or have any questions about anything outlined in this policy, then direct them to the Trusts Data Protection Officer (DPO)

thoward@aquilatrust.co.uk

2. Managing and Storing Emails

2.1. Please note, mailbox owners are responsible for managing their own mailbox and the data held within. If you have concerns regarding the storage or deletion of an email, please contact your Data Protection Officer for guidance.

2.2. Emails must be deleted 12 months after being received unless required for business-critical needs or for other operational purposes.

2.3. Email content **MUST** be assessed and stored in line with the Aquila Data Retention Policy.

2.4. Deleted emails - Where a "Recycle Bin" is in use, emails held within the Recycle bin will need to be permanently deleted.

2.5. Devices used to store emails **MUST** meet the ICT Security requirements associated with the device type. These devices **MUST** not be shared in a manner that allows unauthorised access to Brenzett CE Primary School emails.

2.6. When sending emails only include users that are required and where the content is appropriate for the recipient. Emails must **NOT** be sent to recipients where the content is not appropriate or where there is no beneficial need or business requirement.

2.7. When forwarding emails, you **MUST** ensure that the recipients are correct, and the content is appropriate for the recipient including any historical content contained within the mail.

2.8. Only reply to the original sender do not send replies to the CC address/es – only 'reply to all' when necessary i.e. only when staff need to read the email.

2.9. Use appropriate language in emails. Be aware of your tone and use of capital letters as they can be construed as 'shouting'.

2.10. Always check the email trail content is appropriate and relevant if forwarding to others.

2.11. If you believe you receive an email in error, you **MUST** contact the sender only immediately to confirm. Under no circumstances should this email be shown or forwarded to any recipient until confirmation has been provided from the original sender. In the event of the email being sent in error the recipient **MUST** delete the email immediately from all devices and the local DPO must be notified.

2.12. If you believe you have sent an email to an incorrect recipient then you must if possible recall the offending email, then contact the appropriate recipient(s) informing them of the error and requesting that it be removed immediately. You **MUST** also contact your DPO and inform them of the error and add to your data protection breach register.

2.13. The school will give all staff and Governors their own email account as a work-based tool. The Trust Board will be provided email accounts by the central Trust staff. This email account should be the account that is used for all school or Trust business. This is to minimise the risk of non-compliance with the Trust Data Protection policies and associated data breaches.

The following rules will apply:

- Under no circumstances should staff contact students, parents or conduct any school business using any personal email addresses.
- It is the responsibility of each account holder to keep their password/s secure.
- Emails created or received as part of your school job will be subject to disclosure in response to a request for information under the Freedom of Information Act 2000.

3. Email Disclaimer Text

Confidentiality Notice:

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

Data & Privacy Policy:

You can contact us to view our Privacy Policy to see how we manage personal data & your privacy rights, alternatively you can view our policy on our website.

[Aquila, The Diocese of Canterbury Academies Trust respects the privacy and work/life balance of our staff. If this email has been sent outside of standard working hours, there is no expectation that an immediate response should be given.](#)