



The Mall School

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Email policy

The primary objectives of this policy are:

- To set the expectations for email etiquette and establish email management standards;
- To help comply with the legal requirements for email management and protect the School against litigation;
- To support the School's ICT Policy.

This policy applies to the use of the School's email facilities to send, receive and manage email messages (and attachments) and is applicable to all School staff, teaching and non-teaching. This policy should be read in conjunction with the ICT Policy.

Staff found to be in breach of this policy may be disciplined in accordance with the School's Disciplinary policy and procedures. In certain circumstances, breach of this policy may be considered gross misconduct.

Email Etiquette

Email is a key communication tool but to ensure that we are not swamped with irrelevant information, we need to use it as effectively as possible. Keep the use of emails to a minimum. Email correspondence with parents should only be used to answer factual questions or to arrange a face to face meeting. Sensitive or complex issues should always be dealt with in person. Emails should normally be answered within 48 hours of receipt (not including weekends or holidays). If more time is required for a response, reply with an email saying that you have received it and will get back to them. Parents will be informed that teachers will normally not be able to respond during the working day and that urgent emails should be directed to reception.

Give emails the same level of attention as drafting a formal letter. Emails could potentially commit the School to an agreement with parents, suppliers and other third parties, or provide evidence of harassment, defamation, libel and discrimination if worded incorrectly. Use a concise, professional standard of communication and write in accurate, plain English. Use short paragraphs and blank lines between each paragraph.

The School's preferred font for email is Calibri, font size 11 and black. Do not use all CAPITALS as this is regarded as shouting. Avoid using exclamation marks or emoticons. Email accounts will be set up to include the School's signature and to automatically spell check before sending an email.

Target your email appropriately by sending it only to those people who really need to read it or to take action as a result of its content. Only distribute emails to colleagues who need to receive the message. When replying to parents, teachers in Reception to Year 3 are asked to 'blind carbon copy' (bcc) the email to the Head of

Juniors and teachers in Year 4 to 6 to bcc the form tutor of the relevant pupil. Depending upon the nature of the email it may also be appropriate to bcc a member of the Senior Leadership Team. Always add a subject and make sure that it is meaningful so that people immediately know what the message is about. Be careful with the Reply to All function. Do all the recipients of the original message really need to read your response?

Re-read your email before you send it and check details of recipients in the address bar are correct. This helps to ensure that your message is effective and may avoid potential misunderstandings later. If you are uncertain about the content or tone of an email you must ask a member of the Senior Leadership Team to check what you have written before sending.

The vast majority of emails do not need delivery and read receipts. If you want to know whether an email was received it is better to ask the recipient to let you know if it was received.

General Use of Email

Staff must not:

- Use a personal or non-work email account to send or receive School business emails;
- Use a false identity in emails nor use email for the creation or transmission of anonymous messages;
- Create emails, or alter a message and then forward it, with the intention of deceiving the recipient;
- Create, transmit, or forward any illegal, offensive, obscene or indecent images, data, or other material, or any data capable of being resolved into obscene or indecent images;
- Create, transmit, or forward material that is designed or likely to cause annoyance, inconvenience or needless anxiety;
- Create, transmit, or forward material that is designed to or would conflict with the School business, or undermine the School in any way;
- Create, transmit, or forward emails containing staff, pupil or family personal information, or information that is sensitive, to a personal or non-work email account or to a work email account where the recipient does not require it for legitimate use;
- Attempt to gain access to the email mailbox of any other member of staff without their permission;
- Send an email message to pupils of the School unless you have been authorised by the Headmaster to do so;
- Include sensitive personal data within emails;
- Forward emails containing anyone's personal messages without their permission;
- Forward material via email in breach of copyright.

Staff must log out from or lock their computer when temporarily away from their desk to prevent unauthorised use of email accounts. This applies wherever you are located at the time of use.

Staff must not open any email from an unrecognised source or emails that have dubious or missing subject lines. Do not open unsolicited email attachments or suspect links unless you are sure of the source. To check suspicious links, hover over the it to see the source address before making a judgement. Also look for spelling errors or control characters being used. Report all problems with unwanted emails or any suspicious activity to the School's ICT Support. Never send or forward chain email messages or virus warnings as the vast majority are bogus and a waste of time.

Copies of emails to parents are stored on the parent portal.

Inspection of Email Records

Staff must comply with a request from the Headmaster, or delegated member of staff, to inspect email records and/or to printout items relevant to a particular individual, case or subject. This will only be requested when required under the Data Protection Act; under a Freedom of Information request; as part of a disciplinary investigation; as allowed for in the Section Email Monitoring of this policy; or for other legitimate School business reasons.

Email will be checked:

- If there is reasonable cause to believe the member of staff has violated or is violating this policy, any guidelines or procedures established to implement this policy;
- If an email account appears to be engaged in unusual or unusually excessive activity;
- If it is necessary to do so to protect the integrity, security, or functionality of ICT resources or to protect the School from liability;
- To establish existence of facts relevant to School business;
- To prevent or detect crime;
- To investigate or detect unauthorised use of email facilities;
- To ensure effective operation of email facilities;
- To determine if communications are relevant to School business (for example, in the last resort where a member of staff is off sick or on holiday and business continuity is threatened);
- If it is otherwise permitted or required by law.

Where an individual has reasonable cause to believe that a member of staff has violated, or is violating this policy, or any guidelines, or procedures established to implement this policy then they shall in the first instance inform the Headmaster who may refer the matter for investigation under the School's Disciplinary policies and procedures. In these circumstances the checks may necessitate the immediate suspension of the member of staff's access to the School Network, ICT resources, ICT systems and applications in order that any potential evidence is not compromised.

The School's email provider will apply automatic message monitoring, filtering and rejection systems as appropriate and deny transmission or receipt of messages with content that represents a threat to the ICT network or is unacceptable in the terms of this and other corporate policies. An ICT administrator may examine messages placed in quarantine, and forward or delete them as appropriate.

Personal email use

Limited personal email use by staff in their own time at work is permitted, but this must comply with the ICT Policy. Clearly title personal email and email folders as "personal" to reduce the risk of ICT administrators inadvertently viewing private non-work emails. Delete personal mail from email systems as soon as possible.

Staff must not use the School's email system to send:

- Personal adverts;
- Personal sponsorship requests;
- Personal appeals; or
- Details of events that are not supported by the School.

Do not use the School's email system to send or receive multimedia attachments that are not related to School work e.g. containing images, video or sound clips. Do not use your School email account as the registration mail address when registering with any organisation or web-site for personal use.

Autumn 2019
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