# POLICY

# UNC-Chapel Hill Individual Email Address Policy

## Policy Statement

All UNC-Chapel Hill employees and other affiliates who conduct University business (including students, and others employed by the University or otherwise conducting University business) will:

1) Maintain and use only University email accounts and not use any external/personal account to conduct the business of UNC-Chapel Hill.

2) Enter and maintain a University email account address (and not an external/personal account) in the UNC-Chapel Hill Campus Directory (unless an exception exists and no directory entry is present).

3) Not auto-forward University email to an external email account. (auto-forwarding between University email accounts is permitted. auto-forwarding to external/personal accounts is not permitted, though manual forwarding of individual messages to an external account is generally permissible if in accord with all other applicable University policies, standards, and procedures.)

4) Ensure that email is retained, sent to archives, or otherwise managed in accordance with the UNC-Chapel Hill Records Retention Schedule. (All email messages sent or received in transacting University business are covered by NCGS 132, the NC Public Records Act, and may be subject to disclosure).

Exceptions

If email which would constitute University business (other than marketing or other ephemeral messages which may be deleted immediately) is received on a personal/external account, the affiliate may comply with this policy by forwarding a copy of the message to their University account and notifying the sender to use the University account in future. If the email contains any sensitive information (defined as Tier 2 or Tier 3 of the UNC-Chapel Hill Information Classification Standard), please consult Information Security for assistance.

Policy Title:
Effective Date: March 1, 2011
Last Revised: June 29, 2016

Exceptions to this policy may only be authorized in writing by the Chief Information Officer, Deputy Chief Information Officer, Chief Information Security Officer, Chief Privacy Officer, or their authorized delegates.

## Purpose and Background

The University has obligations to ensure integrity and accessibility of records, and security of sensitive University information that may be sent or received via email. This policy advises affiliates of their obligations to use only their University email account and not personal email accounts for University business and to manage the records resulting from that use in accordance with applicable policy, standards, and procedures.

## Audience

UNC-Chapel Hill Affiliates who conduct University business via email.

## Compliance

Failure to comply with this policy may put University information assets at risk and may have disciplinary consequences for employees, up to and including termination of employment. Students who fail to adhere to this policy may be referred to the UNC-Chapel Hill Office of Student Conduct. Contractors, vendors, and others who fail to adhere to this policy may face termination of their business relationships with UNC-Chapel Hill.

Violation of this policy may also carry the risk of civil or criminal penalties.

## Roles and Responsibilities

University Affiliates: Fulfill the requirements of this policy and report violations to the Information Security Office.

Supervisors and Unit Heads: Make this policy available to team members and provide guidance on implementation.

ITS Staff: Monitor implementation and provide assistance as requested.

## Definitions

**Auto-Forward:** The act of forwarding email through the use of an automated forwarding mechanism. Once configured, these mechanisms forward email from one server to another without any user intervention and/or oversight.

**External/Personal Email Account:** An email account provided by an organization not affiliated with UNC-Chapel Hill. This may be a personal Gmail, Yahoo, or other account, or may be provided by another organization (such as a professional organization, or another University with which the user is also affiliated.)

**Public Record:** Any record created or received in conducting University business, in whatever format, including but not limited to paper, photographs, recordings, emails or digital images, unless an exception applies under federal or state law.

**University Email Account:** Email account(s) provided by UNC Information Technology Services or by an Affiliate's University department for the purpose of transacting University business. With rare exceptions a University account address will end in "unc.edu."

**UNC-Chapel Hill Affiliate:** UNC-Chapel Hill faculty, staff, students, retirees, contractors, distance learners, visiting scholars and others who require UNC-Chapel Hill resources to work in conjunction with UNC-Chapel Hill. This policy is addressed to those affiliates who conduct University Business using email.

## Related Documents

North Carolina General Statutes Chapter 132: Public Records

UNC-Chapel Hill General Records Retention and Disposition Schedule

UNC-Chapel Hill Information Classification Standard

Public Records Policy

## Contacts

| Subject | Contact | Telephone | Online |
|---|---|---|---|
| Email address questions | ITS Help Desk | 919-962-HELP | help.unc.edu |
| Reporting an information security incident or violation | ITS Information Security Office<br>(Ask that your Remedy ticket be marked "critical" for the Information Security Office (ISO) and do not provide detail on the incident until called back by an ISO incident handler) | 919-962-HELP | N/A |
| Questions about Sensitive Information | UNC Privacy Office | 919-962-HELP | privacy.unc.edu |

**Informational References:**

UNC-Chapel Hill Email Retention: http://library.unc.edu/wilson/uarms/guidelines/#email

UNC-Chapel Hill Email Help Pages: http://help.unc.edu/?s=email

UNC-Chapel Hill Email and Calendar Services: http://its.unc.edu/services/email-and-calendar/

University Public Records Frequently Asked Questions: http://publicrecords.unc.edu/faq/

## Document History

- Effective Date and title of Approver: March 1, 2011, Vice Chancellor for IT and CIO

- Revision and Review Dates, Change notes, title of Reviewer or Approver:
  September 16,2011
  June 29, 2016, Updated format, definitions, and references.    Vice Chancellor for IT and CIO