
Macquarie Commercial College Ltd

Email Policy

Macquarie, Macquarie Commercial College Ltd (ABN: 99 005 582 767), recognises that policies, rules, guidelines and administrative material placed into the public domain of Macquarie 's website may be of assistance to other organisations and universities as reference material or models.

Macquarie requests that when Macquarie material is used in development of documents, the work done by the Macquarie is acknowledged by referencing the source of the ideas or written expression.

For further information contact Operations Management at support@macquarieeducation.com



MACQUARIE
EDUCATION

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1 Preamble

Macquarie has recognised that electronic mail has become a major means of communication within MACQUARIE community, acknowledging its benefits, MACQUARIE makes electronic mail facilities available to all members of the community and is moving to make electronic mail the primary means of communication for a large proportion of official MACQUARIE communications. If used appropriately, electronic mail has the potential to offer the following benefits to MACQUARIE staff and student community:

- Encouragement of team working for teaching, study and administration.
- A more cost-effective, timely and environmentally friendly means for MACQUARIE to communicate and disseminate information, day-to-day.
- Fostering collaboration across national and international boundaries.
- A method of communication which encourages the formation of a cohesive MACQUARIE community over geographically dispersed sites.
- That MACQUARIE will meet the expectations of potential students with regard to the services provided by a MACQUARIE in a competitive international environment / market.
- A convenient means for business transaction record-keeping.
- Ease of establishing two-way communication with teaching staff.
- Enhanced access to teaching and research materials for some users with disabilities (in particular hearing-impaired users), who benefit from increasing amounts of materials in written form.
- Another means of social interaction for all students and staff, which contributes to the completeness of the MACQUARIE experience.

MACQUARIE is also aware of the risks associated with electronic mail which include:

- The difficulty of providing access to suitably equipped computers for students.
- The increased difficulty in controlling record-keeping and legal liability issues.
- The awareness that email is not a secure form of communication, and that privacy and confidentiality are not guaranteed.
- That electronic mail may be used to deliver material inappropriate to a MACQUARIE context.
- The problems related to information overload, (inevitable when large quantities of information), some of which is of marginal value, is delivered to individuals.
- That the implementation of email may result in further barriers for users with disabilities, in particular where the users may require additional technologies in order to make the most effective use of email.

Overall, MACQUARIE considers electronic mail a positive resource for MACQUARIE and will work to encourage its implementation and use.

2 Policy Statement

MACQUARIE will provide central electronic mail accounts for all staff and students of MACQUARIE. The provision of electronic mail accounts to other members of the MACQUARIE community will be at MACQUARIE's discretion. Support Services will provide an MACQUARIE Wide Data Network service so that anyone with access to a suitably equipped computer will be able to use their central electronic mail account. A limited number of general access computers will be provided in MACQUARIE for students to access email. In particular the Library provides computers to access Library resources, in addition to email. Each campus will be expected

to provide suitable computer resources to ensure that all staff will have access to their electronic mail accounts. Teaching units of MACQUARIE have responsibility for providing access to suitable computers to support teaching programs for their students for use on MACQUARIE campuses. This may include access to email. MACQUARIE will encourage the MACQUARIE community to make extensive use of electronic mail to support teaching, administration and research. It is accepted that it is becoming more convenient, economical, timely and environmentally sound to distribute information by email and some information may be distributed exclusively in this form. For this reason, MACQUARIE will expect all staff and students to check their official email regularly.

As MACQUARIE's central electronic mail services and network are limited resources, with increasing demands placed upon them, priority will be given to MACQUARIE-related activities.

MACQUARIE will place constraints on the use of electronic mail to protect its legal position with respect to telecommunications, copyright, anti-discrimination and contractual law, to ensure the confidentiality of communications and the protection of privacy, to comply with record keeping requirements and to implement other MACQUARIE policies, such as those on paid outside work and equity. However, within these constraints, and within the provisions governing acceptable use cited in this policy and by related policies and guidelines, personal use of electronic mail is accepted as having positive outcomes for MACQUARIE.

2.1 Regulation

Use of electronic mail will generally be subject to regulation consistent with all relevant legislation and MACQUARIE policy and guidelines. Self-regulation is expected and MACQUARIE will impose limits or take action only where and when necessary.

2.2 Other MACQUARIE policies and guidelines

A number of other MACQUARIE policies constrain the use of electronic mail.

Student use of electronic mail will be covered by

- *Rules Relating to the Use of Computing and Electronic Communication Facilities at MACQUARIE*
- *Student Misconduct Rules*
- *Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at MACQUARIE.*

Staff use of electronic mail must be consistent with

- *MACQUARIE Code of Conduct*
- *Policy for making a complaint or reporting incidents of criminal, corrupt conduct or maladministration or Protected Disclosure at MACQUARIE.*

Staff may use electronic mail for outside work only in a manner consistent with the conditions set out by MACQUARIE. Electronic mail messages sent or received by employees in the course of their official duties are official records of MACQUARIE which must be kept to meet various legal requirements. These messages are therefore subject to MACQUARIE's *Recordkeeping Policy* which impose significant obligations on individual employees.

2.3 Ethics and appropriate practice

Electronic mail may not be used for commercial purposes (except as noted in 2.2, where the usage is for acceptable outside work), and must be consistent with the relationship that the individual user has to MACQUARIE. The sender, whether institutional or individual, must be clearly identifiable in all transmitted messages.

The transmission of unsolicited electronic mail should only occur where the recipient can be identified as having a high probability of having a particular interest in the subject matter. This excludes the generalised transmission of, for example, political or recreational material except to self-subscribing mailing lists.

Unsolicited email is the subject of legislation under the Anti-Spam “Spam Regulations 2004” and “Telecommunications Act 1997 (incorporating the Spam (Consequential Amendments) Act 2003)”

Electronic mail should not be sent in such a way as to harass users. In general, if a recipient indicates that they do not wish to receive further messages on a topic, or from an individual or group, then no further messages should be sent. Clearly, exceptions exist for compulsory administrative mailing lists or broadcasts. Any user aware of misuse of email has a responsibility to report it to the Support Services or to the unit operating the system being accessed.

All unsolicited email must contain instructions on how to “unsubscribe” from future email campaigns as well as a “Reply to” email address for recipients to register a complaint. Failure to provide these facilities may result in a complaint to the Telecommunications Ombudsman with consequential fines and/or penalties to MACQUARIE .

It is expected that all email communications will be expressed professionally and courteously, in a manner which is not likely to cause unnecessary offence, taking into account the diverse culture of MACQUARIE . References to articles on “good email practice” are available from the Division of Information Services student IT support desk.

2.4 Legal framework and external agreements

Users of electronic mail must be aware that electronic mail is subject to the full range of laws applying to other communications, including copyright, breach of confidence, defamation, privacy, contempt of court, harassment, vilification and antidiscrimination legislation, the creation of contractual obligations, and criminal laws. Electronic mail can be the subject of a subpoena or legal discovery order. The use of electronic messaging which enables MACQUARIE to collect, store, use or disclose personal information, including sensitive personal information, may be subject to the *Information Privacy Act 2000 (Victoria) (IPA)*, the *Privacy Act 1988* (Commonwealth) and MACQUARIE ’s *Privacy Management Plan*. The immediacy of email, and the ability to use it to contact a wider group of people conveniently can, in some cases, make it easier to inadvertently be in breach of the law. Users must also be aware that the wide dissemination of electronic mail in some circumstances may lead to more severe legal consequences than other communications, and to consequences in other jurisdictions. Users of electronic mail must be aware of these constraints when complying with other MACQUARIE Policies affecting use of electronic mail, particularly those concerning misconduct. Electronic mail is regarded by MACQUARIE as similar to paper mail in relation to issues such as disposal and retention. As electronic mail messages may constitute State Records under the *State Records Act 1998*, users of electronic mail must be aware of the disposal and retention requirements imposed under the Act.

Some laws and agreements require MACQUARIE to give access to electronic mail and information about electronic mail to parties outside the MACQUARIE community. These include telecommunications legislation, freedom of information legislation, other legal rules (eg concerning subpoenas), and agreements with external Internet suppliers that govern the transmission of email. The storage and communication of electronic mail in and by MACQUARIE computer and telecommunications systems are protected by criminal law provisions in computer crime laws and telecommunications interception laws.

2.5 MACQUARIE ’s right to read email

MACQUARIE has to ensure the service it provides is used appropriately, and in order to do so may exercise its legal right to read any electronic mail sent via its systems. Electronic mail on central systems will be read (other than by the sender and recipient) if necessary to maintain the functions of the email system or where a direction to do so is given by a member of MACQUARIE Executive, or a person authorised by a member of the Executive to request such information. Those staff members operating non-central systems are obliged to provide information to users of the system, in advance, if there are any additional circumstances under which

The information viewed by any third party authorised to read email (ie other than the sender or recipient), will only be used for the sanctioned purpose.

2.6 Directories

MACQUARIE will provide directories listing electronic mail addresses. To ensure that the business of MACQUARIE is carried on efficiently, email users will need to justify their exclusion from public directories. To limit the quantities of unsolicited mail, members of MACQUARIE must not provide external organisations with copies of directories or subsets greater than those accessible via the Internet.

2.7 Mailing lists and broadcasts

Transmission of mail to multiple users must be controlled so that users do not receive a large quantity of unwanted and unsolicited mail as this can reduce the effectiveness of the electronic mail service. Users may solicit mail on a particular topic by subscribing to a mailing list from which they can also unsubscribe at will. Mailing list owners are required to create a meaningful list title for the information of recipients. For the purposes of this Policy, any collection of email addresses used to send multiple copies of an email item is classed as an "email list". Unsolicited email may only be sent to multiple users where the mailing is related to their MACQUARIE function and the sender has an appropriate work relationship. For example, Administration mailing to their staff, trainers mailing their classes, financial administrators mailing all those with financial delegations etc. Special interest groups must issue invitations to join before including any group or individual in a mailing list, and members have the right to unsubscribe at will.

2.8 Volume and performance issues

Performance and cost of the electronic mail systems for all users can be adversely affected by inconsiderate use by particular individuals. Therefore, MACQUARIE reserves the right to set limits on:

- ◆ The size of individual electronic mail items sent.
- ◆ The total volume of electronic mail sent.
- ◆ The amount of electronic mail retained on central electronic mail servers.

MACQUARIE pays for electronic mail incoming to MACQUARIE. While clearly in most cases users are not responsible for the electronic mail sent to them, they may encourage such mail. Therefore, users should not solicit large volumes of incoming mail with no, or marginal, relevance to their role within MACQUARIE. MACQUARIE reserves the right to request that users unsubscribe from external mailing lists where unacceptable costs are incurred. MACQUARIE also reserves the right to block email containing computer viruses or worms, material not relevant to MACQUARIE, unsolicited email or email which causes performance or security issues to MACQUARIE email servers.

2.9 Retention of electronic mail

The record-keeping and archival practices and procedures of MACQUARIE for the retention of written documentation in paper and other hard copy formats have been developed to ensure that public accountability and audit requirements are properly met. Where electronic mail messages are sent and received by an employee of MACQUARIE, acting in that capacity, they form part of the official record of MACQUARIE, and will be viewed in the same way as other hard copy formats of written documentation. The record-keeping and archival practices and procedures of MACQUARIE which apply to hard copy formats of written documentation also apply to email messages.

"Where the electronic record is the only record of the business activity, it will be maintained in electronic form as long as required in accordance with relevant statutes, regulations, archival purposes and business needs." – therefore DO NOT DELETE EMAIL unless it has no relationship to MACQUARIE's business operations or student activities such as marketing materials received from outside MACQUARIE

2.10 Training and recommendations

MACQUARIE will, from time to time, recommend appropriate electronic mail packages and configurations, and provide information on the installation and use of such packages. MACQUARIE will provide training on the use of electronic mail from technical, best practice and cost/benefit perspectives.

2.11 Availability and termination of access

Electronic mail accounts will be available centrally to all enrolled students and all staff. Access to the service will be terminated when the user ceases to be an employee or enrolled student of MACQUARIE. Other members of the community will be required to re-apply on an annual basis. MACQUARIE reserves the right to terminate the access of any user whom it believes is not operating in accordance with the policy.

2.12 Use of email for delivery of official information

It is acceptable, and encouraged, to use email to deliver official information related to the administration, teaching or research of MACQUARIE to staff and students. For official purposes, items sent by email will be considered to be equivalent to those sent in writing. All staff and students will have an official email address constructed from the staff or student numbers. All *official* email should be directed to this email address. By default, email sent to these addresses will be delivered to the central email accounts operated by the Communication Unit. If the member of staff or student does not use their central email account, they are responsible for arranging email to be forwarded to the account they use. It is the responsibility of the Division of Information Services to provide uncomplicated ways to forward official mail. Staff and students are required to read their email regularly to ensure that important information is received in a timely manner.

2.13 Provision of computers to access email

Provision of computers to enable access to electronic mail accounts for staff and other non-student members of MACQUARIE will be made by staff being allocated the use of a computer and students by access in class and within the library or student area. Students may require access to computers to submit assessments and to log into the MACQUARIE Learning Management System.

2.14 Security

MACQUARIE cannot guarantee the confidentiality or undiscovered alteration of electronic mail messages, sent internally or via the Internet, unless steps are taken to guard against disclosure. It is the responsibility of the senders, recipients, and managers of electronic mail systems to exercise due diligence to ensure the protection of confidential communications. While most users operate electronic mail in an ethical and legal manner, MACQUARIE advises that forgery of electronic mail can and does occur in the current environment. Whether crude or sophisticated, it is recommended that, should electronic mail suggest an unusual course of action, recipients should seek to verify the authenticity of the message via some other form of communication. This may take place via personal contact, paper mail, fax, or telephone, or an authentication means. In order to enhance the reliability of material, it will normally be necessary to employ digital cryptography. In small groups, this can be accomplished by secret key cryptographic methods using a large variety of cipher methods. However, for organisations as large as MACQUARIE, this implies the use of public key cryptographic ciphers. Users are reminded that email should not be used to send sensitive and confidential information unless the appropriate security measures including encryption have been taken. This is required to guarantee the security of the information transferred.

3 Implementation

The Operations Information Services will be responsible for the Policy, and for the central facilities required to provide electronic mail. Other divisions of MACQUARIE Group providing electronic mail services are required to comply with this policy to the greatest extent possible.

3.1 Facilities

It is the responsibility of the Operations Information Services to maintain central servers available to all members of MACQUARIE, and to regulate their use.

3.2 Directories

It is the responsibility of the Operations Information Services to provide a MACQUARIE-wide directory, which will include email addresses. Although the Operations Information Services will endeavour to include all email addresses that are on the central systems, it cannot automatically include those from local email systems. It is the responsibility of all email users to ensure that their directory entry is current. The directory will not be available over the Internet as a WWW page. The directory will be made available to staff via the Learning Management System in the future.

3.3 Mailing Lists

It is the responsibility of the Operations Information Services to make available a mailing list system for creating email lists and to establish lists for valid purposes (as defined by this Policy under Item 2.7) on request.

3.4 Charging

MACQUARIE reserves the right to review and consider, from time to time, the levying of a charge for electronic mail services.

3.5 External Users

Those members of MACQUARIE community who are required to reapply for accounts on an annual basis may be charged an annual management fee.

3.6 Performance

It is the responsibility of the Operations Information Services to monitor the performance of the existing central email system and its usage in order to ensure the service meets the needs of its users within the available resources.

3.6 Security

It is the responsibility of the Operations Information Services to investigate a range of key cryptographic ciphers to determine the method best suited to MACQUARIE's needs. As national and international standards are established, MACQUARIE will ensure that all members of MACQUARIE will have access to trustworthy sources of electronic information and a reliable encryption method, and will promulgate their use.

3.8 Filtering and Blocking

Operations Information Services will provide filtering and blocking of email addressed through the central email service (info@macquarieeducation.com addresses). The service will provide virus scanning and limited blocking of email based on sender or recipient address, or data patterns contained within the email.

3.9 Support

It is the responsibility of the Division of Information Services to evaluate and recommend client software, and to provide basic user documentation for the facilities. MACQUARIE encourages budget units to utilise the central email facility. It is the responsibility

of the Division of Information Services to assist those units wishing to migrate to the central service. The Division of Information Services Helpdesk will provide support for staff using the central facilities (where recommended software and hardware are used) and the Division of Information Services student IT support desk (the DIS><Connect desk) will provide support for students.

3.10 Training

Staff Operations Information Services will make training available in standard electronic mail software packages.

4 Evaluation

The success of this policy and its technological implementation will be evaluated periodically. Stakeholders, including users, MACQUARIE staff, the student body, Heads of Divisions and MACQUARIE Executive will be consulted as part of any evaluation.

Evaluation criteria will include:

1. The degree of compliance to the Policy.
2. The degree to which email facilities are available to staff and students.
3. The degree to which email facilities are used as alternate or additional to traditional forms of communication.

The Operations Information Services will actively canvas opinions at intervals and will welcome unsolicited submissions at any time.

It is the responsibility of the Operations Information Services to administer usage of the central service and to discontinue the service to any user who is considered to be in breach of this policy or any other MACQUARIE rules or policies, or applicable Federal or State law. Any such decision may be appealed to the Operations Manager. Divisions must not implement local email systems are subject to the MACQUARIE email policy.

This policy was approved by the MACQUARIE Academic Board in March 2014 and came into effect from 1 April 2014. This policy replaces all previous versions and references in the Terms of USE of website.

This mail shall be reviewed by April 2014.

Feedback or concerns should be addressed to our IT officer
info@macquarieeducation.com

This email policy is also subject to the

1. Macquarie Privacy Statement
2. Macquarie Terms of Use of website and
3. Macquarie Student Information Guide

Appendix: Broadcast Email

Persons wishing to send email to a substantial fraction of staff and/or students should note the following:

- 1 There is no mechanism to send email to all members of a particular group (such as "all staff"). This is for a number of reasons:
 - not all users read their email regularly,
 - not all email accounts are held centrally (there are many local mail servers with their own operating methodologies),
 - not all users on central email servers are classified into groups such as "academic staff", "general staff" etc.

At best, coverage will be a substantial fraction of users. This will improve as more people use their "official" email address.

- 2 When distributing mail to several hundred people, there can be no expectation of confidentiality.
- 3 The process of delivering email to large groups is inherently slow. This is a limitation in the technology, not in staff resources. A large mailing list (such as "all staff") can take several minutes to work through on the mail servers depending on the system loading.

Operations has created and will maintain the following *incomplete* lists, bearing in mind the limitations above:

- ◆ All people on email (ie all students, staff and others with accounts),
- ◆ All staff (defined as those with MACQUARIE staff numbers),
- ◆ All students,
- ◆ All teaching staff,
- ◆ All general staff.

The procedure for sending broadcast emails is:

1. The sender must obtain the approval of the CEO, Sales Manager or the Operations Manager.
2. If at all possible, give reasonable notice to Operations. This will ensure a quicker response. Staff are only guaranteed to be available from 9 am to 5 pm on weekdays.
3. Email the required content to: info@macquarieeducation.com indicating distribution (eg all staff) and authority obtained.
4. info@macquarieeducation.com and confirm that the email has been received and to obtain an estimate on when it can be sent. The confirmation stage is essential to avoid problems with staff not seeing email immediately.

Generally 30 minutes will need to be added to the distribution time for checking and reformatting before actual mailing out commences. If you have any enquiries, please contact the sales team.