

# **Policies on the Use of the PNP E-mail System**

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## **1. Purpose :**

The purpose of this policy is to ensure the proper use of PNP's e-mail system and make users aware of what PNP deems as acceptable and unacceptable use of its e-mail system. The PNP reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

## **2. Legal risks:**

The PNP e-mail is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature e-mail seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of using the PNP's e-mail. The PNP and the specific user may be held liable for:

- a. Sending e-mails with any libellous, defamatory, offensive, racist or obscene remarks.
- b. Forwarding of e-mails with any libellous, defamatory, offensive, racist or obscene remarks
- c. Unlawfully forwarding confidential information,
- d. Unlawfully forwarding or copying messages without permission for copyright infringement
- e. Sending an attachment that contains a virus

By following the guidelines in this policy, the e-mail user can minimize the legal risks involved in the use of e-mail. If any user disregards the rules set out in this E-mail Policy, the user will be fully liable and PNP will disassociate itself from the user as far as legally possible.

## **3. Legal requirements**

The following rules are required by law and are to be strictly adhered to:

- a. It is strictly prohibited to send or forward e-mails containing libellous, defamatory, offensive, racist or obscene remarks. If users receive an e-mail of this nature, they must promptly notify their supervisor.
- b. Users must not forward messages without acquiring permission from the sender first.
- c. Users must not send unsolicited e-mail messages.
- d. Users must not forge or attempt to forge e-mail messages.
- e. Users must not send e-mail messages using another entity's e-mail account.
- f. Users must not copy a message or attachment belonging to another user without permission of the originator.
- g. Users must not disguise or attempt to disguise your identity when sending mail.

## **4. Best practices**

PNP considers e-mail as an important means of communication and recognizes the importance of proper e-mail content and speedy replies in conveying a professional image and delivering good service. Therefore PNP wishes users to adhere to the following guidelines:

- a. Writing e-mails:
  - i. Write well-structured e-mails and use short, descriptive subjects.
  - ii. PNP's e-mail style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Sir', or 'Ma'am', and the name of the person. Messages can be ended with 'Best Regards' or 'Respectfully Yours'. The use of Internet

- abbreviations and characters such as smileys however, is not encouraged.
- iii. Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer)
  - iv. Use the spell checker before you send out an e-mail.
  - v. Users should not send unnecessary attachments.
  - vi. Users should not write e-mails in capitals.
  - vii. Users should not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
  - viii. Should users forward mails, state clearly what action the user expects the recipient to take.
  - ix. Only send e-mails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the e-mail, using other means of communication, or protecting information by using a password (see confidential).
  - x. Only mark e-mails as important if they really are important.
- b. Replying to e-mails:
- i. E-mails should be answered within at least 8 working hours, but users must endeavour to answer priority e-mails within 4 hours.
  - ii. Priority e-mails should be replied within 2 hours.

## **5. Personal Use**

Although PNP's e-Mail System is meant for business use, PNP allows the reasonable use of e-mail for personal use if certain guidelines are adhered to:

- a. Personal use of e-mail should not interfere with work.
- b. Personal e-mails must also adhere to the guidelines in this policy.
- c. Personal e-mails are kept in a separate folder, named 'Private'. The e-mails in this folder must be deleted weekly so as not to clog up the system.
- d. The forwarding of chain letters, junk mail, jokes and executable is strictly forbidden.
- e. On average, users are not allowed to send more than 2 personal e-mails a day.
- f. Do not send mass mailings.
- g. All messages distributed via the company's e-mail system, even personal e-mails, are PNP's property.

## **6. Confidential information**

Users are advised to take precautionary measures in sending confidential information by e-mail. Secure your information by enabling passwords or encryption mechanisms and then provide the recipient with the password by means of other communication, for instance by telephone.

## **7. Disclaimer**

The following disclaimer will be added to each 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 which they are addressed. If you have received this e-mail in error please notify [admin@pnp.gov.ph](mailto:admin@pnp.gov.ph). 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 company accepts no liability for any damage caused by any virus transmitted by this e-mail.'

#### **8. System Monitoring**

Users must have no expectation of privacy in anything created, stored, sent or received on the company's computer system. e-Mails can be monitored without prior notification if PNP deems this necessary. If there is evidence that a user is not adhering to the guidelines set out in this policy, the PNP reserves the right to take disciplinary action, including termination and/or legal action.

#### **9. e-Mail Accounts**

All e-mail accounts maintained on our e-mail systems are property of PNP. Passwords should not be given to other people and should be changed once a month. E-mail accounts not used for 60 days will be deactivated and possibly deleted.