

# Email Management



CATHOLIC ARCHDIOCESE OF PERTH

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# Email Management

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## INTRODUCTION

Emails are important resources that assist the Archdiocese in the effective and efficient conduct of its business and the provision of services to its community and parishes. They provide evidence of business- and parish-related activities, transactions and decisions. All business- and parish-related emails and attachments sent or received are corporate records, and therefore must be managed in accordance with the Archdiocese's Records Management Policy.

This email management policy outlines the appropriate and efficient use of the email system. It establishes the records management protocols that must be applied to emails.

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## OBJECTIVE

This policy seeks to:

- Advise users of the Archdiocese's email system of their rights and responsibilities;
  - Ensure that emails are managed as corporate records;
  - Assist users to comply with relevant legislation;
  - Protect users and the Archdiocese from the risk posed by illegal or improper use of the email system; and
  - Assist users to manage emails in a manner that is sensitive to the needs of others and maximises the efficient use of time and resources.
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## SCOPE

This policy applies to all staff (paid and unpaid), including contractors, consultants and volunteers associated with the Archdiocese and all Archdiocese-owned agencies and parishes belonging to the Roman Catholic Archbishop of Perth Corporation Sole (the Archdiocese), who use the Archdiocese's email system.

It applies to the contents of emails and attachments to emails and any information associated with emails. This provision excludes private business.

The principles embodied in this policy apply to any form of digital messaging technology that may be used by the Archdiocese.

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## POLICY STATEMENT

### Overview

Access to an Archdiocesan email account is provided for the purpose of sending and receiving emails related to the business and parish activities of the Archdiocese.

Emails sent and received by a staff member on behalf of the Archdiocese form part of the Archdiocese's official records and must therefore comply with the Archdiocese's records management policies.

Records contained in emails are subject to the records retention and disposal schedule, and should not be destroyed or disposed of without reference to this schedule and or the Director of the Office of Information Management and Archives.

### Responsibilities of Users

Staff are required to use their staff email account for all email correspondence that they send or receive on behalf of the Archdiocese.

In using the email system, staff are required to respect confidentiality, privacy, legal/professional privilege and the rights of others. Staff are to ensure that the content and dissemination of emails does not jeopardise these safeguards.

Staff must not send or forward emails that contain libellous, defamatory, offensive, racist or obscene remarks.

Staff must not use language that may offend, intimidate, humiliate or embarrass another person.

Staff must not use email to participate in any illegal or other inappropriate activities.

Email should not be used in a way that causes excessive strain on the Archdiocese's information technology system, including use that consumes a large amount of bandwidth.

### Personal Use of the Email System

The Archdiocese allows reasonable personal use of email provided that the use is legal and consistent with the Archdiocese's email and records management policies.

Personal use of the Archdiocese's email system should not interfere with or damage business or parish activities or the reputation of the Archdiocese.

Using an Archdiocesan email account for personal commercial activity is not allowed. Staff must not use email for advertising or other commercial use not related to the business of the Archdiocese.

Personal emails are to be kept in a separate email folder. These emails must be deleted monthly so as not to use up storage space and place undue strain on the Archdiocese's email system and computer network.

### Capture and Storage of Emails

Emails created or received must be captured and managed in the Archdiocese's records management system.

If access to the electronic records management system is not available, staff are required to print and store official emails and any associated attachments and information in the appropriate file.

All staff are responsible for capturing and storing business- and parish-related email messages and attachments sent or received.

## Security of Emails

The Archdiocese may access email records, including, but not limited to, access in the event of reasonable suspicion of criminal or unauthorised activity, potential or actual legal action involving the Archdiocese, and undertaking any of its legal obligations to disclose records or to protect the interests of the Archdiocese. Such access will need to be approved by the CAPAC Chief Executive Officer and a record of the approval must be retained.

The Archdiocese will endeavour to protect the security of its email system. However, it cannot guarantee protection against attempts by other parties to intercept or alter any email communication.

To prevent or minimise the misuse of email, it is recommended that all staff:

- Verify the authenticity of an email that proposes an unusual course of action;
- Not access the accounts of others without permission from the account holder;
- Not send emails from another person's email account; and
- Not allow others to have access to their email accounts and passwords.

## Legal Considerations

Staff must not:

- Forge or attempt to forge email messages;
- Forward a message or an attachment to an email if the sender expressly denies permission to do so; or
- Disguise or attempt to disguise their identity when sending email.

If any staff member receives an email or other digital communication that contains inappropriate material, links or attachments, they should bring it to the attention of the Manager of IT Services

## Monitoring the Email System

The Archdiocese will monitor the email system. If necessary, the Archdiocese may limit the size and volume of emails sent, received and retained on its system.

The Archdiocese may block emails that threaten the security of the system or that are identified as junk email, spam or unsolicited bulk email. It may also block content that is in contravention of this policy.

Staff should have no expectation of privacy in relation to any message created, stored, sent or received on the Archdiocese's email system.

## Disclaimer

The following disclaimer, which may be changed from time to time, will be included in each outgoing email:

PLEASE NOTE:

This email and any attached files may contain confidential information and may be privileged. If you are not the intended recipient, any use, disclosure, dissemination or copying of this email or the contents thereof is unauthorised. If you have received this email in error, please advise the sender by return email immediately and delete this message and any attachments.

## SUPPORTING GUIDELINES

Refer to the Information Management Implementation Plan

## SUPPORTING PROCEDURES

Not Applicable

## RELATED POLICIES

Privacy and Confidentiality Policy

Records Management Policy

Retention and Disposal Policy

## RELEVANT LEGISLATION

Not Applicable

## RESPONSIBLE OFFICER

Director of the Office of Information Management and Archives

Tel: 6104 36 25

Email: [archives@perthcatholic.org.au](mailto:archives@perthcatholic.org.au)

For enquiries or more information, please contact:

ODHRAN O'BRIEN  
Director of the Office of Information Management and Archives  
Tel: 6104 3625  
Email: [archives@perthcatholic.org.au](mailto:archives@perthcatholic.org.au)

Location: Office of Information Management and Archives,  
193 Harold St, Mt Lawley WA 6050

Postal Address: 40A Mary St, Highgate WA 6003



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