

BLOUBERG LOCAL MUNICIPALITY

E-MAIL AND ELECTRONIC SYSTEMS POLICY

1. INTRODUCTION

Across the whole business community both locally and internationally, Electronic Mail (E-Mail) is growing in importance as a means of communication. E-Mail is the transmission of documents, memos, voice clips, video clips, images and messages over a computer network. It is for this reason that it makes good business sense to implement a formalised E-Mail and Electronic Systems Policy.

Blouberg Local Municipality (the Council) is committed to the use of computers and electronic communications in its business, as a result of which its users will be given access to one or more computers, networks, telecommunication systems, electronic mail (E-Mail) facilities and in certain cases the Internet ("computer systems").

Users of the E-Mail facilities should remember that verbal communication remains important and that preference should not be given to communicating by E-Mail where face-to-face or telephonic conversation is more appropriate.

The primary focus of this policy is intended for all users, regardless of their position. The policy and standard procedures, as stipulated in this document, are also applicable to all persons including contractors using Council networks, telecommunication systems and electronic mail facilities.

2. POLICY

Council provided computer systems are intended to be for business purposes only. The Council encourages the use of the Internet and E-Mail because they make communication more efficient and effective. However, the Internet service and E-Mail are Council property, and their purpose is to facilitate Council business. Every Councillor and staff member has a responsibility to maintain and enhance the Council's public image and to use E-Mail and access to the Internet in a productive manner. To ensure that computer systems are used in a responsible manner, the following guidelines have been established for using E-Mail and the Internet. Any improper use of the Internet or E-Mail is not acceptable and will not be permitted. Strict disciplinary action will be taken against any perpetrators.

The Council's E-Mail may be used for carrying out the mission, goals and objectives of the Council via instruction, research and correspondence. E-Mail at the Council is not a right, but a privilege. Any E-Mail addresses or accounts assigned by the Council to individuals, business units, or functions of the Council are the property of the Council. A Council mailbox is not primarily intended for private correspondence but to serve the communication needs of the Council. As such all communications on the Council's computer systems, whether personal or business related, become the property of the Council. E-Mail users are required to comply with law, Council policies and normal standards of professional and personal courtesy and conduct.

3. STANDARD PROCEDURES

- 3.1 The following disclaimer/confidentiality notice shall be inserted at the end of each E-Mail message when sending E-Mail, either on behalf of the Council or in the private capacity of the sender:

"NOTICE: This message and any attachments are confidential and intended solely for the addressee. If you have received this message in error, please notify (*type your own name here*) immediately, telephone number +27(0)15 (*type your own telephone number here*). Any unauthorized use, alteration or dissemination is prohibited. Blouberg Local Municipality (the Council) accepts no liability for any loss whether it is direct, indirect or consequential, arising from information made available and actions resulting there from. Any message and any attachments thereto of a personal nature to the sender, whilst having been sent using the Council's E-Mail

system are not and should not be construed as having been sent on behalf of the Council".

The above attachments can be inserted automatically by activating "Inbox" and selecting "Tools", "Options", "Mail Format", "Signature Picker", "Edit" and inserting your message, including your name and telephone number. On completion select OK.

- 3.2 Users must exit the computer system they are working on at the end of each working day and "log off" from the relevant network to prevent the possibility of any unauthorised access to the computer systems.
- 3.3 Passwords and other security protection will be added to the computer systems from time to time and users are obliged to follow the security policies and procedures implemented including inter alia, keeping all passwords utilised by them confidential and not revealing such passwords to any unauthorised parties.
- 3.4 It is permissible to use the computer systems including the Internet for incidental personal purposes outside of the Council business hours. During the Council business hours use of the computer systems for personal purposes shall be kept to an absolute minimum.
- 3.5 The Council may monitor, intercept, access, read and disclose private or business E-Mail messages or files of users with good cause. Good cause shall include, but not be limited to the need to protect system security, fulfil Council obligations, detect users wrongdoing, comply with legal process, or protect the rights of property of the Council. The Council will not infringe user privacy without good cause.
- 3.6 Each user is responsible for the integrity of his/her own Password and Logon security and will be fully responsible for any transaction undertaken using such Password and Logon.
- 3.7 When leaving a workstation for an extended period of time users shall implement a screensaver with an automatically activated password (only screensavers supplied with the MS Windows operating system may be used) or to log out of the system. No other screensavers may be installed without prior permission.
- 3.8 Logon passwords and screensaver passwords should be changed every 30 days.
- 3.9 Any E-Mail, which is kept electronically for more than one month, should be transferred to Personal Folders.
- 3.10 The "out of office" message, activate the Inbox and select Tools, select Out of Office Assistant, activate "I am currently out of office" enter message in box below. On completion select OK.
- 3.11 New E-Mail message should be reviewed twice daily.
- 3.12 Users are responsible for the accuracy of messages sent and for obtaining confirmation of messages received should there exist any doubt about the accuracy of such messages. Taking a "sound business practice" approach, the same principles should apply to E-Mail as other written forms of communication such as facsimile messages or letters.
- 3.13 As English is the internationally recognised business language, it is recommended that all Council related E-Mail should be sent in English.
- 3.14 Responses to E-Mail received from clients should, as far as is practically possible, be answered in the same language used by the sender of the original message.
- 3.15 Extreme caution should be used when attaching documents and/or any electronic files to E-Mail. NO files containing confidential information concerning or belonging to the Council may be forwarded to any persons not authorised to receive such information. If any uncertainty exists concerning whether information is confidential or not, it should be treated as confidential and permission should be obtained before

its distribution. NO views or information concerning the Council and its business may be posted on any electronic bulletin boards or any Internet chat rooms.

- 3.16 Where users are working on site at a client and where they have access to the E-Mail and/or Internet and/or Intranet facilities of the client, such users shall also comply with the policies and procedures of the client regarding the use of such facilities.
- 3.17 Users shall not access and read messages or files clearly intended for or saved by other persons unless specifically authorised to do so by the Council or the owner/addressee.
- 3.18 Users shall not use the computer system to infringe the copyright or other intellectual property rights of third parties.
- 3.19 Users shall not, in the use of the computer systems, distribute defamatory, fraudulent, sexist, racist or harassing message, or otherwise to engage in any illegal or wrongful conduct.
- 3.20 Where using the computer systems to engage in personal e-commerce transactions (e.g. Internet banking and on-line purchasing) the Council shall not be held responsible for any loss or liability that may follow as a result of any failure of the computer systems. Any costs, debts or losses incurred by users as a result of an aforementioned transaction or failure of a transaction, shall be for the user's personal account only.
- 3.21 Users will be held personally liable for any claims made against the Council by any third party as a result of any unlawful/improper use of the computer systems.
- 3.22 Abuse or improper use of the computer systems is not permitted. Unacceptable usage includes but is not limited to, the transmitting, retrieving, storage or display of the following:
 - Material of a discriminatory nature
 - Obscene or pornographic material
 - Derogatory or inflammatory remarks of any nature
 - Abusive, profane or offensive language
 - Chain letters and petitions
 - Political or religious viewpoints
 - Material or language that might be deemed to constitute harassment
 - Video, voice clips and/or picture files unconnected to our business
 - Advertising/soliciting for personal gain
- 3.23 Receipt of indecent material may not be preventable, but onward transmission of such information is strictly prohibited (e.g. Forwarding any such E-Mail received).
- 3.24 No user shall engage in destructive activities and/or seek to gain unauthorised access to computer networks whether of the Council or any entity outside the Council.
- 3.25 "Hacking", "cracking" or any similar activities and the creation and/or distribution of destructive programmes (viruses and/or self-replicating code) is strictly prohibited. Users will be held personally responsible for any viruses and/or self-replicating codes that originated from E-Mail received and distributed by them.
- 3.26 Attempting to access, disable or compromise the security of any information contained in the computer systems of the Council, or any entity outside the Council, is strictly prohibited.
- 3.27 Allowing or enabling unauthorised third parties to access/use the Council's computer networks (e.g. Intranet) or to do anything that users are prohibited from doing in terms of this document is strictly prohibited.
- 3.28 No user shall send E-Mail under another user's name except where certain rights and privileged have been granted (e.g. Secretary on behalf of manager) and in this instance, this fact must be set out within the E-Mail message. For example: "This message is sent by Mary X on behalf of Mr X".

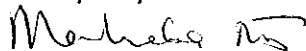
- 3.29 Users may not use the computer systems to download software and/or files unless they comply with the established policies of the Council and such software and/or files are scanned for computer viruses. No private software of any kind, including computerised games or any other applications may be installed on any personal computer.
- 3.30 No user shall attempt to correct any hardware problems but will refer any such problems to the technicians of the Service Provider.

Glossary of Terms

Chain letters and petitions	Any E-Mail not directly related to our business that requires recipients to forward the message to others often with a promise of some reward or disaster.
Classification of Information	Information that is classified as propriety in nature to the Council group of companies. This will include all business, industrial and trade information. No distinction exists between trade secrets and other propriety information. All information classified by the Council group of companies as confidential and propriety to the Council group of companies will be treated as confidential information.
Computer system	One or more computers, networks, telecommunication systems, electronic mail (E-Mail) facilities and the Internet.
Council	Blouberg Local Municipality
Defamatory	To attach a person's good reputation. This includes conduct of a defamatory, libellous and slanderous nature.
Derogatory	Offending, injurious, contemptuous, disparaging conduct
Electronic Data	All documents/databases created electronically and saved onto the system
E-Mail	Electronic messaging system from an individual computer
Fraudulent	Conduct that deceives, that is dishonest, delusive and misleading, in other words not what it pretends to be
Hacking/Cracking	Intruding on the privacy of an individual or organisation without the consent of the individual or organisation
Harassment	Conduct that torments, troubles or annoys
Inflammatory	To arouse strong feelings or anger in people
Log-off	Disconnecting from the system/network
Logon	Connection to and entry into a system/network that requires the Username and Password
MS Operating System	The basic software that makes a computer work
Network	An interconnected group of computers within an organisation
Password	A secret word, that ensures admission by proving identity and membership
Pornography	Obscene pictures or writing depicting nudity or sex
Profane	Blasphemous and disrespectful language
Screensaver	An automatic program designed to activate itself after a predetermined amount of time has elapsed with no keyboard or mouse input
Soliciting	Enticing immoral, indecent, lascivious or lewd conduct
User	Any employee or Councillor of the Council making use of Council's computer systems

Municipality Manager

Blouberg Local Municipality

Signature: 

Date: