



Electronic Mail Privacy	
Responsible Official: Chief Information Officer	Responsible Office: Information Technology Services

### Policy Purpose

The purpose of this policy is to set forth the standards and expectations of privacy in electronic mail services provided by East Tennessee State University (ETSU).

### Policy Statement

#### I. Scope

This policy applies to all University faculty, staff, students, retirees, and holders of specially-granted accounts (hereinafter referred to as users) whose access to, or use of, email services is funded by the University and the State of Tennessee or is available through equipment or software services owned or leased by the University.

#### II. Privacy Considerations

Although employees of the University do not routinely monitor the contents of electronic files, including those containing incoming or outgoing electronic mail, such files may be considered public records under public records law, and therefore, subject to public inspection. Additionally, the University reserves the right to view or scan any file or software stored on University systems or transmitted over University networks, and may do so periodically for the sole purpose of verifying that software and hardware are working correctly, to look for particular kinds of data or software (such as malicious algorithms and computer viruses), or to audit the use of University resources. Violations of policy that come to the University's attention during these and other activities may be acted upon and may subject those violating policy to disciplinary sanctions. The University will make reasonable efforts to maintain the integrity and effective operation of its email systems, but users are advised that there are risks associated with the use of these systems to transmit confidential or sensitive data. Due to the nature of electronic communication, the University cannot assure that confidentiality and privacy of information is maintained through an individual user's use of the University email resources.

The University will utilize best practices when emailing student education records, such as grades, in order to reduce the risk of accidental exposure of the data. Faculty and staff will follow the rules below when communicating student education records through email:

- A. Send messages only from an official ETSU email address provided through an approved email system that has been risk assessed and approved by ITS Information Security Services.
- B. Send messages only to an official email address, or alternate email address, as outlined above.

Authority: (None)

Definitions

Policy History

Effective Date:

Revision Date:

Procedure (s)

Procedure History

Effective Date:

Revision Date:

Related Form(s)

Scope and Applicability

Check those that apply to this policy and identify proposed sub-category.

	Governance	
	Academic	
	Students	
	Employment	
X	Information Technology	Access
	Health and Safety	
	Business and Finance	
	Facilities and Operations	
	Advancement	