

TITLE: Email Management

ORIGINATOR: Chief Information Officer

APPROVAL DATE: June 2, 2023

EFFECTIVE DATE: June 2, 2023

PURPOSE: To provide email services in support of the missions of the University while also reducing associated risks.

SEE ALSO:

REVIEWER: Chief Information Officer

REVIEW DATE: 2026 and every 3 years thereafter

OPERATING DETAILS:

1. University email is the official means of communication for university business. University employees must use the University-provided email account assigned to them when using email to conduct University teaching, learning, research, or other University-related business activities. Former employees, retirees, volunteers, consultants, and others acting for or on behalf of the University may be eligible for a University email account.
2. Conditions and obligations for access to and use of the University email services include:
 - a. Email is primarily a transactional communication tool and should not be used as a system of record or for long-term storage of files. When appropriate or necessary, emails and/or email attachments should be transitioned to appropriate electronic University storage systems consistent with the University's Records Retention policies.
 - b. The use of a University email account for personal business is prohibited.
 - c. The use of University passwords on non-University systems is strongly discouraged. This includes all personal online accounts/systems as well as work-related systems provided by non-MUW entities.
 - d. Email accounts must not be set up to forward automatically to a non-university account.
 - e. Email transmission of Personal Identifiable Information (e.g. SSNs, patient information, credit card numbers), is strictly

prohibited except through encrypted means.

- f. Personal Identifiable Information (PII) should not be stored in a University email account.
 - g. Email messages and/or attachments containing PII must be deleted or moved to an appropriate storage location as soon as possible or within 30 days of receipt or transmission.
3. University student email accounts will be deactivated after one year of inactive unregistered status and ultimately deleted.
 4. Employee e-mail account access will be deactivated upon non-employment status. Employees relinquish their rights to email upon termination or separation of employment.
 5. Supervisors must work with their employees, prior to their departure, to transfer any emails necessary for business continuity, particularly those that include University legal correspondence, proprietary or confidential information, compliance related correspondence and any records to an appropriate custodian prior to their last day of employment.
 6. Emeriti faculty and administrators may retain their university email accounts indefinitely.