



OASIS EMAIL POLICY

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Document Control

Changes History

Version	Date	Amended by	Recipients	Purpose
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Approvals

This document requires the following approvals.

Name	Position	Date Approved	Version
CSG	CSG	1 st April 2019	1.2
CSG	CSG	8 th April 2019	1.3

Position with the Unions

Does the policy require consultation with the National Unions under our recognition agreement?

- Yes
 No

If yes, the policy status is:

- Consulted and Approved
 Consulted and Not Approved
 Awaiting Consultation

Distribution

This document has been distributed to:

Name	Position	Date	Version



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Introduction

Oasis makes extensive use of Email as a critical communication tool in the course of our central purpose of supporting community transformation. Effective use of Email improves our productivity and adds value to our work. However, ineffective use of Email can inhibit our progress towards our objectives. Oasis is committed to our ethos and the Oasis Nine Habits of Behaviour. Use of email in accordance with these core beliefs is vital to ensure that we are able to maximise the benefits of email as a powerful communication tool.

1.1. Purpose

The purpose of this document is to set out how email as a communication tool will be used within Oasis in the context of our ethos and the Oasis Nine Habits of behaviour.

It sets out the expectations and applies to all users of email including Students, Staff, Volunteers and Hub Council Members.

It sets out the requirements, responsibilities and accountabilities associated with this policy. Failure to adhere to this policy may lead to disciplinary action being taken. Breaches of this policy may be considered misconduct up to and including gross misconduct.

From time to time, we may amend this policy, so please check back when you next visit this site. Requests to change the policy should be made to the Director of Information Technology.

The objective of this policy is to define how email will be used within Oasis.

1.2. Policy Scope

This policy applies to the following Oasis Entities:

- i. Oasis Community Learning (OCL)
 - The Oasis Community Learning National Office
 - All Oasis Community Learning Academies
 - All Oasis Community Learning National Services
- ii. Oasis Community Partnerships (OCP)
 - The Oasis Community Partnerships National Office
 - All Oasis Community Partnerships Hub Charities
- iii. Oasis IT Services Ltd
- iv. The Oasis Charitable Trust
- v. The Oasis Foundation

1.3. Related Oasis Policies, Standards and Processes

This policy should be read in conjunction with the following policies;

- i. The Oasis IT Access Policy
- ii. The Oasis Use of Technologies Policy
- iii. The Oasis IT Security Policy
- iv. The Oasis Information Security Policy
- v. The Oasis IT Major Investigation Policy



- vi. The Oasis Confidentiality Policy
- vii. The Oasis Password Policy
- viii. The Oasis Subject Access Request Policy
- ix. The Oasis Use of Personally Owned Devices Policy
- x. The Oasis E-Safety Policy

This policy should be read in conjunction with the following Oasis IT Services Standards

- i. The Oasis Device Event Log Configuration Standard
- ii. The Oasis Server Event Log Configuration Standard

This policy should be read in conjunction with the following Oasis IT Services Processes

- i. The Oasis Subject Access Request Process
- ii. The Oasis IT User Deletion Process
- iii. The Oasis IT User Creation Process

1.4. Applicable Legislation, Guidance and References

The policy is created with reference to the Data Protection Act 2018 and the General Data Protection Regulation (GDPR)

1.5. Changes to this policy

This policy will be reviewed every year, or when significant changes occur in related legislation or in our strategy. When this happens, we will place an updated version on this document and the date the page has been amended will be visible at the bottom of this page.



Definitions

This section includes the definitions of terms used within this document. A full glossary IT Policy Terms is available as a separate document.

Confidential Data: Confidential Data is information which is held by Oasis which does not relate to a living individual but that it may be damaging to Oasis if access was obtained to the data by someone who was not authorised to access it. An example of this would be financial information such as commercial contractual data.

Data: For the purposes of this document, Data is any information processed by Oasis. Oasis classifies data into the four categories; General Data, Confidential Data, Personal Data and Sensitive Data.

Data Controller: The organisation that is responsible for the Data. For the purposes of this policy Oasis Subsidiary or Legal Body is the Data Controller.

Data Processing: See Processing

Data Subject: Any natural person who is the subject of Personally Identifiable Information held by Oasis.

General Data: Data which Oasis holds that is neither personally identifiable nor sensitive. For example, records of the last time that a building was painted or the count of attendance at an Oasis event.

Oasis Entity: Oasis Entities are business units that make up the Oasis family in the UK and are either part of Oasis Subsidiaries or subsidiaries in their own right. Oasis Entities include Oasis Academies, Oasis Community Learning National Services, Oasis Community Partnerships Hub Charities. Entities may be separate legal entities or part of a subsidiary that is the Legal Entity.

Personal Data; Data relating to a natural person who can be identified from that information or from that data and other information in possession of Oasis. This includes but is not limited to name, address, telephone number, id number. This also includes expression of opinion about the individual, and of the intentions of Oasis in respect of that individual. Information about IT usage including IP address should be considered as Personal Data.

Personally Identifiable Information (PII):

Is a general collective term to include either Personal or Sensitive Data.

Processing: Any operation related to organisation, retrieval, disclosure and deletion of data and includes: Obtaining and recording data, Accessing, altering, adding to, merging, deleting data Retrieval, consultation or use of data Disclosure or otherwise making available of data.

Relevant Filing System:

Any hard copy paper filing system or other manual filing system which is structured so that information about an individual is readily accessible. Personal data can be held in any format, electronic (including websites and emails), paper-based, photographic etc. from which the individual's information can be readily extracted.



Sensitive Data: Oasis terminology for Special Category Data as defined in the Data Protection Act 2018. It is different from ordinary personal data (such as name, address, telephone) and relates to racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexual orientation, criminal convictions. OCL's handling of sensitive data is subject to much stricter conditions of processing.

Third Party: Any individual/organisation other than the data subject, Oasis or its agents.



Policy Statements

1. Use of the Oasis Email System

- 1.1. Oasis maintains an Email System for the purposes of communication relating to the activity and business of Oasis.
- 1.2. The Director of Information Technology is accountable for the management and maintenance of the Email System.
- 1.3. Users should avoid using the Oasis Email System for personal and/or non-work-related communication. Users must be aware that any information that is sent and/or received via the Oasis Email system is not confidential and may be accessed by Oasis in accordance with the wider policies surrounding the use of the Oasis IT System detailed earlier in this document (Introduction 1.3). Users should be aware that access to the email system including to personal emails recorded within the email system will terminate at the end of employment / time as a volunteer / student.
- 1.4. Users must not send unsolicited or unnecessary email communication from the Oasis Email System.
- 1.5. Email communication relating to Oasis business must exclusively be conducted using the Oasis email system, use of other personal email services for work related communication is prohibited.
- 1.6. Users must not make use of automatic forwarding rules to direct email that is received into the Oasis Email System to other mailboxes or email systems.
- 1.7. Access to the Email System is granted via a user account. User accounts have owners who are accountable for the use of the account including the use of the associated email account.
- 1.8. Access to the Email System is available through the web interface and through dedicated applications on client devices.
- 1.9. Access to the platform is not restricted to Oasis own devices. However, all access must be undertaken within the provisions of the Oasis Information Security Policy.
- 1.10. The Email System will be available 24x7 (subject to planned and unplanned system outages for technical reasons). However, there is no expectation for Oasis employees to monitor or response to email outside of their normal working hours unless this has been specifically agreed between the employee and their line manager or unless this is a specific requirement of the particular role e.g. being on call.



2. Appropriate Use as a Communication Tool

- 2.1. Emails are a form of written communication and form part of the way that Oasis is presented to the outside world. The use of email by staff members is reflection of the organisation and therefore must always reflect the values of the Oasis including the ethos and the Oasis Nine Habits of behaviour.
- 2.2. Language used in emails must be appropriate and professional at all times, reflecting the use of the platform as a means for business communication.
- 2.3. Users should be aware that email is subject to all the laws relating to written communication including, unlawful discrimination, obscenity, defamation and fraudulent misrepresentation. Users must ensure that any use of email that they make is in compliance with these laws.
- 2.4. Users should always consider that the content of emails may need to be disclosed to those who are the subject of the email communication.
- 2.5. Oasis recognise that email is an important business tool. However, it is not always the most appropriate communication tool. Staff should always consider whether a conversation face-to-face or using another form of communication would be more effective.
- 2.6. Excessive use of email can unnecessarily add to the workload, stress and pressure placed on colleagues and others. Therefore, users should always give consideration to this when making use of email, with specific consideration of:
 - 2.6.1. Whether email is the most appropriate communication medium
 - 2.6.2. The necessity to send an email at that particular point in time
 - 2.6.3. Whether it is appropriate to include all of the people involved in the distribution
- 2.7. Senders of email must exercise professional judgement as to whether sending an email out of hours is absolutely necessary. The assumption is that email should not be sent outside of the recipient's normal working hours unless there is an exceptional need to do so. Users must recognise that by virtue of their position, sending email outside of working hours can create an implied expectation on others to respond which in turn can have an adverse impact on their work-life balance. Oasis are clear that there is no expectation on staff to monitor and respond to email outside of their working hours. Users wishing to work outside of normal working hours should make use of the delayed or scheduled send feature which exists within the Oasis Email System and most standard email applications.



- 2.8. Large attachments can present issues for users and therefore links to files stored within the Oasis SharePoint or OneDrive environment rather than attachments themselves should be used where possible.
- 2.9. Users should set a signature on their email detailing their name, contact information and role within the organisation. This must be set on an individual basis by the user as per the template included in the appendix to this document.
- 2.10. Signatures should be used on all emails not just the first email in a conversation thread.
- 2.11. Users must ensure that they set an Out of Office on their email if it is not going to be monitored for more than three days including during holiday periods. An example of good practice for an 'Out of Office' message is included in the associated Email Guidance Document.
- 2.12. The Oasis email system is a means of communication and should not be considered as a storage medium or archive of documents. Whilst information within the email system will be retained, these documents and records of events must be transferred to and retained in the appropriate systems / locations. Specifically:
 - 2.12.1. Documents and records of events relating to the conduct, performance, employment and engagement of a staff member must be stored in the appropriate location as designated by the Director of People
 - 2.12.2. Documents and records of events relating to the interactions with students and parents must be stored in the MIS system.
 - 2.12.3. Documents and records of events relating to safeguarding matters must be stored in the safeguarding system.

3. Emails relating to individuals

- 3.1. Emails about other people where they are not copied into the email communication themselves must always include the full name of the individual at least once in the message. This must be their unabbreviated name unless the abbreviation is the name by which they are most commonly known within the local context.
- 3.2. Users must not use initials, nicknames or other forms of the name to disguise the name of the individual.
- 3.3. Users must not deliberately attempt to hide personal or sensitive data about an individual by using other terms, made up names, false initials or other techniques to mean that the information would not be returned in a search for the individual's full name.



- 3.4. Where emails contain personal or sensitive information about an individual, users should include the words Private and Confidential in the subject line to make recipients aware that they should be conscious of being observed when opening the email.

4. Email Security

- 4.1. Email communications must be protected in accordance with the Information Security Policy.

5. Student Use of Email

- 5.1. Access to email is granted by default to all users of the IT system including students where they are in Year 4 and above.
- 5.2. Access is provided by default to the full range of email functionality including the ability to exchange email with external recipients.
- 5.3. Individual Oasis Academy Principals can request more restrictive email policies be applied for their academy in consultation with the appropriate Regional Director. The decision as to whether to implement the request will be taken by the Director of Information Technology.

6. Email Distribution Groups

- 6.1. Email Distribution Groups are used to send emails to a group of recipients at once. These groups can contain a varying number of users depending on their purpose but can be very large. Therefore, their use should be carefully considered as to not to create large volumes of unnecessary emails.
- 6.2. Oasis IT Services will restrict access to email distribution groups so only users who require access are able to send emails to them.
- 6.3. Oasis IT Services will maintain the membership of distribution groups based on the information that is provided by each 'Oasis Entity' regarding changes to individuals roles and responsibilities. In some cases, this information may be provided automatically by systems such as academy Management Information Systems. Where this is the case, the Oasis Entity is accountable for ensuring the accuracy of the information is maintained in these systems. In other cases, where no automated link exists, the entity is accountable for ensuring that changes are recorded in the Oasis Call Management System (OCMS).

7. Email Retention

- 7.1. All staff email accounts must be configured with 'Legal Hold' enabled. This allows the content of emails that have been drafted, sent and received to be recovered from within the email system if they have been deleted.
- 7.2. 'Legal Hold' means that emails drafted, sent and received by staff members can be recovered for indefinite period even after the users have left the organisation.
- 7.3. This recovery of email is an administrative task performed by the IT team and does not mean that deleted information is available to users. Users should delete emails that are no longer required in accordance with the Data Retention Policy.
- 7.4. Users must not take/make backups of mailboxes (known as PST files) directly themselves. These backups should only be taken by the Oasis IT Services team.
- 7.5. Users must not hold 'backups' of mailboxes outside of the Oasis IT System.
- 7.6. Users requiring an email archive should make use of the online archive functionality that is available in the email system rather than creating an archive of email on their local computer. Creating a local archive on the local computer can result in information being lost if the system is not being backed up. Local machines are not routinely backed up by the IT team. The online functionality ensures that mailbox sizes are kept to a minimum, but the emails are retained. This can be enabled by making a request to the IT Service Desk.

Appendix 1 – RACI Matrix

A = Accountable R = Responsible C = Consulted I = Informed

Policy Element	Policy Owner	Leadership					Academy				Services			IT Team									
		Group CEO	OCL CEO	OCL COO	National Directors	Regional Director	Academy Principal	Designated Representative	Teacher	Academy User	Head of National Service	National Service User	Data Protection Officer (DPO)	Director of Information Technology	Head of IT Service Delivery	National Infrastructure Manager	Head of Strategic IT Projects	Technical Services Manager	Service Desk Manager	National Service Desk	Service Delivery Manager	Cluster Manager	Onsite Teams
1.1-1.2 Maintenance of the Email System		I	I	I	I	I	I			I			A	C	R		C	I	I	I	I	I	I
1.3–1.9 Acceptable Use of the Email System									A		A						C	C	C	C	C	C	C
1.10 Out of Hours Use (Academy)		R	R		R	R	R		A														
1.10 Out of Hours Use (National Service)		R	R	R						R	A												
2.1-2.5 Appropriate use of Email as a Communication tool									A		A												
2.6 –2.7 Out of Hours Use (Academy)		R	R	R	R	R	A		R		R												
2.6 –2.7 Out of Hours Use (National Service)		R	R	A		R					R												
2.8-2.12 Appropriate use of Email as a Communication tool									A		A												
3 Emails Relating to Individuals									A		A												
4 Email Security									A		A												
5 Student Use of Email						C	A	R					I	I	R		I	I	I	I	I	I	I
6.1-6.2 Management of Distribution Groups													A	C	R		R	R	R	C	C	C	I
6.3 Management of Information to support Distribution Groups (Academy)							A	R	I		I		R	C	R		R	R	R	C	C	C	I
6.3 Management of Information to support Distribution Groups (Service)										A	I		R	C	R		R	R	R	C	C	C	I
7.1-7.2 Legal Hold		C	C	C	C	I	I	I	I	I	I		A	C	R		R	R	R	C	C	C	I
7.3 Deletion of Email in line with Retention Policy									A		A	C					C	C	C	C	C	C	C
7.4-7.6 Email System Backups									A		A	C					C	C	C	C	C	C	C