

ELECTRONIC MAIL POLICY

Applicability: This policy applies to all Oak Hill employees.

I. Introduction

Oak Hill provides electronic mail resources to support communications among and between staff, agencies with which Oak Hill does business, board members, incorporators and vendors. This Policy clarifies the applicability of state and federal laws and other Oak Hill policies to electronic mail ("email").

II. Privacy and Confidentiality

Oak Hill will exercise reasonable efforts to maintain the integrity and effective operation of its email system, but employees should in no way regard email as a secure medium for the communication of sensitive or confidential information. Because of the nature of electronic communication, Oak Hill can not assure the privacy of an individual's use of Oak Hill's email system or the confidentiality of particular messages. Thus, email messages should not identify the full names of program participants or disclose any information that is protected under the HIPAA privacy law.

Oak Hill may deny access to its email system and may inspect, monitor, or disclose email without notice or consent when: (a) required by law; (b) there is reason to believe that violations of law or of Oak Hill policies have taken place; or (c) when required for the orderly conduct of Oak Hill operations.

Emails are considered "documents" and may be retained as part of an internal or external investigation or litigation. Therefore, email may be subject to document retention requirements. Deleting an email from your email account does not erase it from Oak Hill's computer system; therefore any email message may become a document that gets produced as part of an investigation or litigation.

III. Duty of care in drafting.

All communications from Oak Hill impacts our image. Thus, employees should not use language, fonts or graphics in emails that would be considered beyond normal standards of professional conduct and personal courtesy. Emails should use proper grammar and be spell-checked. Employees have the responsibility to comply with state and federal laws, with this and other Oak Hill policies.

IV. Prohibited purposes:

Oak Hill's email system may not be used for unlawful activities or for commercial purposes that are not directly related to Oak Hill's mission or otherwise authorized. Other prohibited uses of email include, but are not limited to:

- a) commercial advertisement, solicitations, or promotions;
- b) destructive programs, such as viruses;
- c) sending copies of documents in violation of copyright laws;
- d) use of email to harass, intimidate, defame or discriminate against others or to interfere with the ability of others to conduct Oak Hill business;
- e) use of email for any purpose restricted or prohibited by laws or Oak Hill policies;
- f) constructing an email communication so it appears to be from someone else;
- g) unauthorized access to electronic mail or breach of any security measures on any email system, or unauthorized interception of any electronic mail transmissions.

Violations of this policy may result in disciplinary action up to and including discharge.

Cross-reference: Code of Ethics
Discipline and Discharge
Mission and Core Values
No Solicitation or Distribution
Sexual and Discriminatory Harassment
Standards of Conduct and Workplace Behavior