



## **CITY POLICY**

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**SECTION: Municipal Government**

**NO: MU-IN-02**

**REFERENCE: Information Management**

**Date: October 19, 2009**

**Next Review Date:  
October 2011**

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**TITLE: EMAIL**

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### **1.0 STATEMENT**

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The Corporation of The City of Dryden provides email to individuals (users) to conduct the business of the Corporation and, in so doing, expects employees to manage and protect records resulting from email communications. This policy advises City email users and management staff of their responsibilities regarding the creation of email messages; the routine removal of messages from electronic file folders; and, the storage and retention of electronic email messages which are official City records.

While not all email communications are records, all email communications are subject to discovery and can be used as electronic evidence in the event of litigation. Discovery is the legal process that permits parties involved in a legal proceeding to obtain records and information relevant to the proceeding that are in the possession of another party. Unmanaged and unidentified email records residing on City computers also pose a threat to the City's ability to document and reconstruct business and decision-making processes.

The City also needs to effectively control the volume of Non-record Emails and to manage Record Emails by setting boundaries that will adhere to the Municipal Act, 2001 and other applicable legislation, the Records Retention By-law and Corporate Policies and Procedures.

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### **2.0 OBJECTIVES**

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2.1 This policy is established to achieve the following:

- (a) To make all City of Dryden email users aware of The Corporation of The City of Dryden's email policy;

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**2.0 OBJECTIVES (Cont'd)**

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2.1 This policy is established to achieve the following:

- (b) To ensure that the City of Dryden's investment in computer hardware, software and services is used in the most productive manner to the greatest possible benefit to the City of Dryden;
- (c) To ensure that all the City of Dryden's email records are identified and retained as corporate records and shared as corporate knowledge;
- (d) To mandate the automatic deletion of non-record emails after (predefined time period), and filing of record emails within either a paper based Records Management System or the Corporate Electronic Document Records Management System (as applicable) based upon the Council approved Retention Schedules; and,
- (e) To support the safeguarding of the Corporation's legal position.

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**3.0 SCOPE**

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3.1 The following email users are subject to this policy:

- (a) City of Dryden employees (regular, part-time, casual or contract);
- (b) City of Dryden members of Council;
- (c) City of Dryden Boards and Agencies (Library Board, Dryden Police Services Board)
- (d) Dryden Municipal Telephone/Dryden Mobility; and,
- (e) Dryden Development Corporation.

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## **4.0 DEFINITIONS**

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**Attachment** - A link provided within the body of an Email which transports a separate Corporate Record with the Email.

**Corporate Record** – A collection of valuable information, however recorded. A record could be: in printed form, on film, recorded by electronic means or otherwise. Regardless of format, a Corporate Record documents an aspect of the business of the Corporation.

Examples could include but are not limited to:

- (a) Memoranda;
- (b) Corporate Policy;
- (c) By-laws;
- (d) Contracts and Agreements;
- (e) Video Tapes;
- (f) Films;
- (g) Record Emails;
- (h) Corporate Reports;
- (i) Personnel records such as Overtime Approval Forms, Absence Reporting Forms, etc.;
- (j) Correspondence received by representatives of the Corporation; and,
- (k) Correspondence sent by representatives of the Corporation.

**Corporation** – The Corporation of The City of Dryden.

**Disposition** – The final fate of a Record. There are only two (2) potential dispositions available to Records – they are either destroyed or permanently retained, in accordance with the applicable Retention Schedule.

**dryden.ca** – The City maintained e-mail system domain.

**EDRMS** – The designated Corporate Electronic Document Records Management System.

**Email** – A note or memorandum that is electronically prepared and distributed to one or more persons. It may or may not be converted to a paper Corporate Record by virtue of being printed from its electronic form.

**Email Administrator** – Refers to either the IT Manager or an IT Technician.

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## **4.0 DEFINITIONS (Cont'd)**

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**Non-Record** – An email which does not constitute a Corporate Record. Examples include, but are not limited to:

- (a) An email that documents something one would ordinarily have discussed over the telephone – such as confirmation of a meeting date or place, advice that someone is or will be absent from the office, provision of the correct spelling of a word, a thank-you for doing something etc.;
- (b) An email which does not contain any material relevant to the business of the Corporation; for example, an unsolicited advertisement from an outside agency;
- (c) Any email on which the recipient was copied or blind-copied (because the originator and/or the direct recipients will be responsible for the retention of the original Record Email;
- (d) Any Attachment, (Although the Attachment itself may constitute a Corporate Record, it is not considered part of a Record Email. The creator of the Attachment is the person responsible for ensuring it is appropriately retained. Recipients of Attachments are not responsible for retaining them for any Retention Period); and,
- (e) Duplicate copies of records used for information or convenience only.

**Record Email** – An email which constitutes a Corporate Record. Examples include:

- (a) An email that responds to a business-related question or series of questions;
- (b) An email created as a note-to-file; and,
- (c) Any business related email is a record email for the person who created it, and for any person who directly received it, but not for those who are copied on it, blind-copied on it, or who receive it as a forward from someone else.

**Retention Schedules** – A timetable that authorizes and provides for the transfer and disposition of all Corporate Records. Retention Schedule are adopted and approved by by-law of Council.

**Retention Period** – The period of time that a Corporate Record must be retained before disposition. Retention Periods are listed on Retention Schedules.

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**5.0 OVERVIEW**

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- 5.1 The City of Dryden's email system is a corporate resource and is to be used for corporate business as a vehicle for business to business and business to customer transactions. It should be viewed in a similar manner to other City of Dryden communication or electronic systems in that personal usage should be kept to an absolute minimum.
- 5.2 All emails sent or received via the City of Dryden's email system are the property of the City of Dryden.

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**6.0 CITY OF DRYDEN RECORDS**

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- 6.1 Email, whether or not created or stored on City-owned equipment, may constitute a City of Dryden Record subject to disclosure under the Municipal Freedom of Information and Protection of Privacy Act or as a result of litigation, and as such it must be properly retained for record management purposes. However, prior to such disclosure, the City of Dryden evaluates all requests for information submitted by the public for compliance with the provisions of the Act or other applicable law.

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**7.0 USAGE**

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- 7.1 All users conducting corporate business through email for the City of Dryden shall use the City maintained email system in the domain dryden.ca.
- 7.2 Users of the City's email services are required to take necessary precautions to protect the confidentiality of email containing personal or confidential information by only giving their City of Dryden email address to people and organizations that are business partners of the City of Dryden.
- 7.3 Users should not give their City of Dryden email address to friends and relatives who are personal associates of the employee, not business associates of the City of Dryden.
- 7.4 No user should open email attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with the utmost caution.
- 7.5 No personal email should be sent or received unless there are extenuating circumstances such as a family emergency or crisis.

**This policy is subject to any specific provisions of the Municipal Act, or other relevant legislation or Union agreement.**

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**7.0 USAGE (Cont'd)**

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- 7.6 No user may send or distribute (forward) email containing non-business related material such as jokes. This includes sound files, movie files or any form of such material.
- 7.7 Use of email in any way that violates City of Dryden policy and procedure, including but not limited to the City of Dryden Code of Conduct and Acceptable Use of Electronic Communications policies is strictly prohibited.
- 7.8 No user may send or distribute email containing derogatory, inflammatory, insulting or libelous information about any other City employee, customer, associate or any other person whatsoever.
- 7.9 No users may conduct business (whether personal or professional) via the City of Dryden's email system other than legitimate City of Dryden business.
- 7.10 Any allegations or misuse should be promptly reported to the immediate Supervisor\Manager, Director, City Manager and the IT Manager. If you receive offensive email, do not forward, delete, or reply to the message. Instead, report it directly to the IT Manager.
- 7.11 Any email message containing information that documents the business of the City must be moved to the City's EDRMS system or be printed and filed into a City approved paper-based record management system with a designated records series with an applicable retention schedule.

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**8.0 MONITORING OF EMAIL**

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- 8.1 City of Dryden email services are the property of The Corporation of The City of Dryden; all City email addresses are owned by the City of Dryden; and all email which is in support of City business, whether or not the equipment, software, or facilities used to create or store the email record are owned by the City, are City of Dryden records.
- 8.2 The City reserves the right to install and operate filtering equipment, software or procedures to prevent the entry into City of Dryden email traffic that is contrary to law or which is incompatible with the objectives of the City of Dryden.

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**8.0 MONITORING OF EMAIL (Cont'd)**

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- 8.3 Monitoring of user email will not occur unless it can be justified within a defined legitimate business purpose. The Information Technology Department keeps records to monitor traffic flow and system usage but does not inspect the individual user data or content of emails unless certain conditions are met.

Examples of when emails could be inspected include:

- (a) To ensure the system's security and effective operation: e.g. a virus or large scale blanket email threatens the functioning of the entire system or is likely to delete or corrupt user data;
- (b) To establish the existence of facts relevant to the City: e.g. where there is a legal concern that the City's facilities have been misused or that the regulations governing the use of email have been contravened;
- (c) To prevent or detect crime, including fraud; and,
- (d) Observation by management in cases of suspected abuse.

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**9.0 EMAIL SYSTEM MANAGEMENT**

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- 9.1 The City of Dryden reserves the right to conduct regular checking of email space quotas.
- 9.2 It is also the responsibility of all users to perform a regular check on their email disk space quota to ensure that it has not been exceeded. If it has, action must be taken immediately to reduce the usage below the quota by the deletion or moving of email messages or for any email messages containing information that documents the business of the City they must be moved to the City's EDRMS system or be printed and filed into other City approved paper-based record management system with a designated records series with an applicable retention schedule.

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## **10.0 POLICY VIOLATIONS**

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- 10.1 Users found to be acting in contravention to this policy shall be dealt with according to the City's Code of Conduct Policy (HR - CO - 01) and Discipline Policy (HR - DI - 01).
- 10.2 Your signature, on the form attached, indicates that you have received and read or have been read and understand the City of Dryden's Email Policy. Your signature does not necessarily mean that you agree with each and every provision of the policy. However, it does indicate that you will abide by the regulations set forth in the above policy.

History			
Approval Date:	October 19, 2009	Approved by:	By-law 3719-2009
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
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**This policy is subject to any specific provisions of the Municipal Act, or other relevant legislation or Union agreement.**