

Email Policy

Last Update: *February 2022*

1. Overview

Electronic email is pervasively used in almost all industry verticals and is often the primary communication and awareness method within an organization. At the same time, misuse of email can post many legal, privacy and security risks, thus it's important for users to understand the appropriate use of electronic communications.

2. Purpose

The purpose of this email policy is to ensure the proper use of GP HERO email system and make users aware of what GP HERO deems as acceptable and unacceptable use of its email system as well as that of the GP HERO Clientelle. This policy outlines the minimum requirements for use of email within GP HERO Network.

3. Scope

This policy covers the appropriate use of any email sent from a GP HERO email address and applies to all employees, vendors, and agents operating on behalf of GP HERO.

4. Policy

- 4.1.1 All use of email must be consistent with GP HERO policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
- 4.1.2 GP HERO email account should be used primarily for GP HERO business-related purposes; personal communication is permitted on a limited basis, but non-GP HERO related commercial uses are prohibited.
- 4.1.3 All GP HERO data contained within an email message or an attachment must be secured according to the Data Protection Standard.
- 4.1.4 Email should be retained only if it qualifies as a GP HERO business record. Email is a GP HERO business record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.

- 4.1.5 Email that is identified as a GP HERO business record shall be retained according to GP HERO Record Retention Schedule.
- 4.1.6 The GP HERO email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any GP HERO employee should report the matter to their supervisor immediately.
- 4.1.7 Users are prohibited from automatically forwarding GP HERO email to a third party email system (noted in 4.8 below). Individual messages which are forwarded by the user must not contain GP HERO confidential or above information.
- 4.1.8 Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct GP HERO business, to create or memorialize any binding transactions, or to store or retain email on behalf of GP HERO. Such communications and transactions should be conducted through proper channels using GP HERO-approved documentation.
- 4.1.9 Using a reasonable amount of GP HERO resources for personal emails is acceptable, but non-work related email shall be saved in a separate folder from work related email. Sending chain letters or joke emails from a GP HERO email account is prohibited.
- 4.1.10 GP HERO employees shall have no expectation of privacy in anything they store, send or receive on the company's email system.
- 4.1.11 GP HERO may monitor messages without prior notice. GP HERO is not obliged to monitor email messages.

5. Policy Compliance

- 5.1.1 **Compliance** **Measurement**

The Infosec team will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.
- 5.1.2 **Exceptions**

Any exception to the policy must be approved by the Infosec team in advance.

5.1.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

6 Related Standards, Policies and Processes

None.

7 Definitions and Terms

None.

8 Revision History

Date of Change	Responsible	Summary of Change
February 2022	GP Hero Policy Team	New Policy