



# EMAIL POLICY

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## Purpose

The purpose of this email policy is to establish guidelines for the appropriate and professional use of email communication by employees, contractors and representatives of Kingfisher Garden Centre. This policy aims to ensure the security, confidentiality, integrity and proper use of company email resources and promote effective communication.

## Scope

This policy applies to all employees, contractors and representatives of Kingfisher Garden Centre who utilise the company's email system for business purposes. It also covers the use of personal email accounts for conducting company-related transactions or communications.

## Policy guidelines

### Email formatting and etiquette

- Emails should be composed in a professional manner, using correct grammar, spelling and punctuation to ensure clarity and professionalism in all communications.
- Avoid using excessive capitalisation, slang or inappropriate language in emails, as it may be perceived as unprofessional and can negatively reflect on Kingfisher Garden Centre's image.
- Users should always include a clear and concise subject line that accurately reflects the content of the email.
- Users should keep emails concise and avoid unnecessary detail or lengthy emails that may result in recipients losing interest or missing important information.
- Users should refrain from using the company's email system for personal or non-work-related purposes, except in cases where it is necessary and authorised by management.

### Use of digital signatures

- Users are encouraged to utilise digital signatures when appropriate to ensure the authenticity, integrity and non-repudiation of email communications.
- Digital signatures should comply with applicable laws and industry standards, such as using secure digital certificate-based signatures to verify the identity of the sender and ensure the integrity of the email content.
- When representing Kingfisher Garden Centre in email communications, users should include the company's official logo, contact information and any necessary legal disclaimers or disclosures as required by law or company policy.

- Users should not tamper with or modify digital signatures that have been attached to emails, as doing so may compromise the security and integrity of the email communication.

### **Confidentiality and security**

- Users must protect the confidentiality and security of email communication by not sharing confidential or sensitive information via email unless the recipient is authorised to receive such information.
- Users should exercise caution when sending attachments and ensure that they do not contain any malware, viruses or files that may violate security policies, including those related to intellectual property rights.
- Users must promptly report any suspicious or unauthorised email activity to the IT department or the appropriate contact within the organisation.

### **Personal email use**

- Personal email accounts may be used for company-related transactions or communications when necessary and authorised by management. However, users should be aware that personal email accounts may not provide the same level of security and confidentiality as the company's email system.
- When using personal email accounts for company-related matters, users should comply with all applicable laws and policies, including those related to confidentiality, security and the protection of sensitive information.

### **Compliance with policies and laws**

- Users should comply with all applicable company policies, guidelines and procedures concerning email use, as well as relevant laws and regulations including, but not limited to, data protection, privacy and intellectual property laws.
- Failure to comply with this email policy or any related policies may result in disciplinary actions, up to and including termination of employment or contract termination, depending on the severity and frequency of the violation.

### **Policy review and updates**

- This policy will be periodically reviewed by Kingfisher Garden Centre to ensure its relevance and effectiveness.
- Amendments or updates to the policy will be communicated to all employees, contractors and representatives and made available on the company's intranet or any other platform deemed appropriate.