



SUBJECT: Electronic MAIL POLICY

1. Purpose: The purpose of this electronic mail ("email") policy is to ensure the proper use of the email system and make users aware of what the City of Indio deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within the City of Indio network.
2. Scope: This policy sets forth the appropriate use of any email sent from a City email address and applies to all employees, vendors, and agents operating on behalf of the City of Indio and all of its entities.
3. Policy:
 - 3.1 All use of email must be consistent with policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
 - 3.2 Email accounts should be used primarily for business related purposes; personal communication is permitted on a limited basis, but non-related commercial uses are prohibited.
 - 3.3 The email system shall not be used for the creation or distribution of emails which contain any disruptive or offensive messages, chain emails, pornography, offensive comments about race, gender, hair color, disabilities, age, sexual orientation, religious beliefs and practices, political beliefs, or national origin. Employees who receive any emails with such content from any employee should immediately report the matter to their supervisor or Human Resources.
 - 3.4 Users are prohibited from sending confidential or sensitive personally identifiable information ("SPII") (see Handling of Sensitive Personally Identifiable Information Policy), including but not limited to credit card numbers, social security numbers, or driver license numbers without prior authorization and in an unencrypted manner.
 - 3.5 Users are prohibited from automatically forwarding email to a third party email system. Individual messages which are forwarded by the user must not



contain SPII or any other confidential information, or content specified in Section 3.3.

3.6 Users are prohibited from using third-party email systems and storage servers including but not limited to Google, Yahoo, and MSN Hotmail to conduct business, to create or memorialize any binding transactions, or to store or retain email on behalf of the City of Indio or any of its entities. Such communications and transactions should be conducted through proper channels using approved systems.

3.7 Emails sent from City email addresses reflect the City of Indio and its entities and as such, every user of the email system is expected to exercise good judgement and professionalism when sending or responding to any email communication, especially if such communication is deemed sensitive.

3.8 Employees of the City of Indio or any of its entities shall have no expectation of privacy in anything they store, send, or receive on the company's email system.

3.9 City of Indio may monitor messages without prior notice. Management and supervisors shall have the right, with approval from the Human Resources Department, without notice to user, to access, read, review, and/or copy any email message at any time and for any reason.

3.10 The use of local Personal Storage Table (.PST) files is prohibited.

3.11 Email while transitory in nature, should be considered a permanent record that can be printed-out and recovered even if deleted.

4. Policy Compliance

4.1 The City of Indio IT team will verify compliance with this policy through various methods, including but not limited to: periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

4.2 Any exception to the policy must be approved in advance by the City Manager or his designee, in writing.



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

5. Retention

5.1 The City of Indio will archive all emails sent to and from the City's email system for a minimum of two (2) years.

5.2 The email server is not meant as a permanent storage of all emails. To this end all emails older than two (2) years will be automatically removed from all email boxes. Any email that is identified as a public record should be stored outside of the City's email system in accordance with the City's record retention policy.

5.3 Upon termination of employment with the City of Indio, a user's email box will be maintained on the system for ninety (90) days. After such ninety (90) day period, the email box will be removed. The City Manager, Assistant City Manager, Deputy City Manager, or the Human Resources Department may request that a litigation hold be placed on the email box until it is no longer needed.

6. Related Standards, Policies and Processes

6.1 A-9 Computer Resources Policy

6.2 A-37 Handling of Personally Identifiable Information