EMPLOYEE FACTSHEET

ELECTRONIC COMMUNICATIONS

What is the purpose of the Electronic Communications Policy?

The Electronic Communications Policy outlines acceptable use, security requirements, and professional standards for using email, instant messaging, and other digital communication tools at [Company Name]. Its purpose is to ensure that electronic communications are used effectively and securely while protecting company data and maintaining a professional work environment.

What types of electronic communications are covered by this policy?

This policy covers all forms of electronic communications provided by the company, including:
- Email
- Instant messaging (e.g., company-approved chat platforms)
- Video conferencing tools
- Any other digital communication tools or platforms used for business purposes

Can I use my company email for personal matters?

Personal use of company email should be minimal and must not interfere with work duties or violate company policies. It is best to use personal email accounts for non-work-related communications to avoid potential security risks and maintain professional boundaries.

What should I do if I receive a suspicious email or message?

Do not open attachments or click on links in suspicious emails or messages. Report the suspicious communication to the IT department immediately. They will investigate and provide guidance on any necessary actions.

How should I handle sensitive or confidential information in emails?

Sensitive or confidential information should be sent using secure methods. Use encryption where possible and ensure that you only share such information with authorised recipients. If you are unsure about the security of a communication, consult with the IT department.

Is it okay to use personal messaging apps for work-related communications?

No, personal messaging apps should not be used for work-related communications. Always use company-approved tools for business purposes to ensure security and compliance with company policies.

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How can I ensure that my electronic communications are professional?

- Use clear, concise, and respectful language.
- Avoid using jargon or informal language that may be misinterpreted.
- Proofread your messages for errors before sending them.
- Be mindful of tone and context, especially in written communications where tone can be harder to gauge.

What should I do if I accidentally send an email or message to the wrong person?

Immediately contact the unintended recipient to request deletion of the email or message. Notify your manager and the IT department of the error, especially if the communication contained sensitive or confidential information. Follow any additional procedures outlined by the IT department.

How long should I keep my emails and other electronic communications?

Emails and electronic communications should be retained according to the company's data retention policy. Review and delete unnecessary communications periodically to manage your inbox and maintain efficiency.

What are the consequences of violating the Electronic Communications Policy?

Violations of the Electronic Communications Policy can result in disciplinary action, which may include a warning, retraining, or more severe consequences depending on the nature and severity of the violation. Always adhere to the policy to avoid potential issues.

Who should I contact if I have questions about the Electronic Communications Policy?

For questions or concerns regarding the Electronic Communications Policy, contact the IT department at [contact information]. For issues related to compliance or disciplinary actions, contact the HR department at [contact information].

How often is the Electronic Communications Policy reviewed?

The policy is reviewed annually and updated as necessary to reflect changes in technology, legal requirements, or company procedures. Employees will be notified of any significant changes to the policy.