



BCS Group

External Associates Email Usage Policy

April 2022

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This document forms part of our Management Systems and compliance is mandatory for all staff and contractors. If you find any weaknesses in the document or examples of non-compliance, please report it to the Compliance Team at compliance@bcs.uk.

1. Purpose

This policy is intended to provide external associates that have been provisioned for specific business purposes with a @bcs.uk email address with sufficient information to enable them to make decisions about their use of BCS email. This policy applies to email usage inside all BCS offices and when working remotely.

The policy sets out what we constitute as acceptable usage and is based around several core principles:

- our systems and network are designed and optimised for the needs of our organisation and its business operations;
- we look to all employees and associates to be accountable for upholding appropriate usage and behaviour;
- we continuously monitor usage of email in order to assess and meet the needs of our organisation and the services we need to deliver to our customers;
- the policy is designed to protect BCS and you in regulatory terms and to protect the systems and services from external threats and misuse.

2. Use of Email and Messaging

For different business purposes external associates of BCS are provided with a BCS email account and/or instant messaging capability to support their role and function. These services should not be used for personal use. This includes using your BCS email address to register for online services that are not related to your work activity.

External Associates should note that all communications sent and received through our systems are or can be recorded and archived in our systems.

If you delete your email locally, the original message is retained in our 2-year (24 month) archive and can be accessed and retrieved at any time.

BCS can and reserves the right to monitor emails from BCS email address that an external associate has sent or received if it suspects our policies and guidelines have been contravened.

External associates are also reminded that email messages are legally binding forms of communications and should be mindful of this at all times, in particular whenever using it to engage in conversations with existing or prospective suppliers or customers.

Email and instant messaging should not be used to:

- disclose or send sensitive, personal and/or confidential information to unauthorised recipients;
- sending or viewing of illegal, inappropriate or any other type of content that could bring BCS into disrepute;
- send messages that contravenes the BCS Professional Conduct that can be found in the EPA manual which is available via SharePoint by clicking [here](#).

- not use the email account to claim to work for BCS and that the BCS email account should only be used to exchange emails with BCS.

If you need to send email to a large quantity of recipients, then you must consult with our Business Technology Department first. We have a number of approaches and systems that are better suited to large scale distribution than the tools immediately accessible via the email service that you have been provided with.

3. General Security

All external associates should be wary of the threats of malicious attempts to compromise our systems. This might include the deployment of viruses, malware or spyware through the delivery of malicious email, infected documents / website pages or social engineering for example. Business Technology put in place many measures to protect us from these threats, but new threats appear every day and you should be vigilant and careful at all times. If you call into question the genuine nature of anything you receive or are invited to access, please consult with Business Technology via the IT Service Desk at 01793 417638 servicedesk@bcs.uk. Never reply to, or forward, email, documents or links that are considered suspicious.

Please ensure that any emails sent to more than one person is sent using bcc and not to all. This is to protect the email addresses of all recipients who may not have given their permission for their email address to be shared.

4. Policy Review

This policy is reviewed on an annual basis in line with departmental quality standards and regulatory criteria. We will also consider any customer feedback, trends from our internal monitoring arrangements, changes in our practices, as well as changes in legislation. If you would like to feed back any views, please do so by emailing BCS at servicedesk@bcs.uk.

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