

Lebanese American University

Information Security Regulations

Email Regulations

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Version 1.2

Overview

Electronic email is spread throughout almost all institutions and is often the primary communication and awareness method within an institution. At the same time, misuse of email can post many legal, privacy and security risks, thus it is important for users to understand the appropriate use of electronic communications.

Purpose

The purpose of the email regulations is to ensure the proper use of LAU's email system and make users aware of what LAU deems as acceptable and unacceptable use of its email system. These regulations outline the minimum requirements for use of LAU's email.

Scope

The email regulations cover appropriate use of any email sent from an LAU email address and are applied to all users using any LAU's email.

Regulations

Centralized Electronic Mail Systems

All LAU electronic correspondence must flow through systems established, operated, and maintained or administered by the IT Department.

File and Message Ownership

LAU has legal ownership of the contents of all files and messages stored or transmitted on its computer and network systems, and reserves the right to access this information without prior notice whenever there is a business need after the approval of the President.

Electronic Mail System Usages

Employees must use LAU electronic mail system primarily for business purposes, and any personal use must not interfere with normal business activities, must not involve solicitation, must not be associated with any for-profit outside business activity, and must not potentially be in conflict with any LAU policy.

Inappropriate Electronic Mail Messages

Users must not create, send or forward any electronic mail messages that may be considered to be harassing in nature, or that may contribute to the perception of a hostile work environment.

Bulk Electronic Mail

Users must not send any type of unsolicited bulk electronic mail advertisements or commercial messages that are likely to trigger complaints from the recipients. Users can send messages to up to 400 recipients within 24 hours (100 recipients max / single email).

Sending to LAU ALL Groups

The members of the President Cabinet (PC) have the authority to permit users to send to LAU ALL Groups email. Urgent or one time sent email will be coordinated by IT case by case.

Responding To Unsolicited Electronic Mail

When employees receive unsolicited commercial electronic mail (spam), they must not respond or take any action and must forward the message to the LAU IT Help Desk at helpdesk@lau.edu.lb.

Electronic Mail Privacy

Electronic mail is considered by LAU to be private information, and must therefore be handled as a private and direct communication between a sender and a recipient, no one is allowed to read it without securing the approval of the sender or the recipient.

Electronic Mail Encryption

All sensitive information including, but not limited to, credit card numbers, passwords, and research and development information must be encrypted when transmitted through electronic mail.

Electronic Mail Scanning and Footers

All LAU email servers must scan every inbound and outbound electronic mail message for viruses with a footer appended to each outbound message stating that it has been scanned.

Spam-Filtering System

All LAU electronic mail must be routed through a spam filtering system.

Electronic Mail Message Storage Schedule and Allotment

Faculty and staff are allowed 4 GB online and 10 GB archive email storage. Warnings will be sent when online storage reaches 3.5 GB and archive storage reaches 9 GB. Users are encouraged to delete messages no longer needed and store messages that they need in a local file. Size of attached files will be restricted to 12MB. Students and Alumni email size will be as per agreement with third party email supplier.

Electronic Mail Message Backup

Electronic mail messages which reside on the server will be backed-up daily and kept for a period of 14 days.