



Electronic Mail Policy

1 Purpose

- 1.1. The acceptable use and unacceptable use of the *Email Services* and related violation penalties, if any, are governed by the “Statement on the Use of IFTM Computing and Network Resources”, “Information Security Policies” and additional regulations defined in this document.
- 1.2. The use of externally hosted email services are further governed by the Terms and Conditions (T&C), if any, of their respective service providers.

2 Scope

All users of Institute provided *Email Services* are subject to regulations defined in this document.

3 Terms and Definitions

IT: Organisation and Information Technology Division of IFTM

4 Policy

- 4.1. Users must not use email for activities such as defamation, abuse, harassment, obscenity, threats or otherwise violating the legal rights (such as rights of privacy and publicity) of others.
- 4.2. Users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the Institute or any unit of the Institute unless expressly authorized to do so.
- 4.3. Users may be limited to transmit email to specific destination(s) if they are not necessary or appropriate to do so. For example, outsource security guard can only send email to IFTM users.
- 4.4. The *Email Services* shall not be used for purposes that can reasonably be expected to cause, directly or indirectly, either strain on any *IT Resources* or interference with others' use of such *IT Resources*. For example, users must not send or forward chain-mail, mail-bombs or spam; only IFTM heads and authorized users can send to specific email groups.

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- 4.5. Users must not intentionally transmit any viruses, worms, defects, Trojan horses, or any items of destructive nature. They shall also protect their computers to avoid unintended transmission of the above.
- 4.6. Users must be careful of the links and attachments in email, especially from unknown source or person. Do NOT open them if in doubt.
- 4.7. Users must take necessary precautions to protect the confidentiality of personal or confidential information found in Email and its backups, archives, cloud storage or other electronic records stored.
- 4.8. Email that contains restricted or confidential information should be encrypted for transmission and storage.
- 4.9. Users shall follow the good practice to avoid activities that may affect the performance of the Email system and interfere with the work of others such as subscribing to list-servers, transmitting messages with large attachments or sending messages to a large group of recipients.
- 4.10. Users may use IFTM *Email Services* for unimportant personal purposes provided that such use does not (a) interfere with the Institute's operation; (b) interfere with the user's obligations to the Institute, or (c) incur noticeable costs to the Institute.
- 4.11. The *Email Services* must not be used as a kind of storage for Institute records. System backups for the *Email Services* are performed only for the purposes of disaster recovery, and of judicial discovery requests from law enforcement agencies of the Macao SAR Government when contents of such backups may be legally admissible. Appropriate storage for retention and disposal of work-related email is the responsibility of the originator/recipient of the email. It is the responsibility of all students and staffs to ensure that their email records are retained for the appropriate period, and are also deleted when appropriate in accordance with the record type.
- 4.12. To maintain the health of the *Email Services*, *IT* reserves the right to take any measures, subject to the prevailing rules on confidentiality, privacy and accountability stipulated by the respective IT Service Providers, to examine the message content, remove or reject any electronic messages that are considered harmful to the service.
- 4.13. The network user accounts, including email accounts, will be terminated after the date of graduation or resignation, without prior notice. Users should backup their email before leaving as IT has no obligation to do so. For students, please refer to Student Handbook for detail.
- 4.14. In order to be able to effectively and speedily stop the delivery of any possible spam email, *IT*, upon receiving a number of complaints, will block further delivery of such or similar email at its discretion.



5 Enforcement

Failure to comply with any regulation defined in this document may result in penalties as described in the “Adjudication/Disciplinary Action” of "Statement on the Use of IFTM Computing and Network Resources”.

You are always welcome to approach our Service Desk for assistance
(Email: it-servicedesk@iftm.edu.mo, Mong-Há Campus Tel: 8598-3120, Taipa Campus Tel: 8598-2072).

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