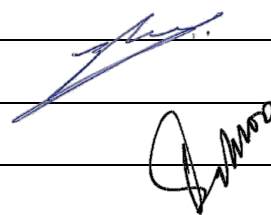


E-Mail Policy

Version 3.0
12th February 2020

Document History

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Approved by:	Areff Salauroo



Release date	Version	Change Details	Reviewed by
22.10.19	1.0	Submitted for review	Legal Advisor
12.11.19	2.0	Apply changes submitted by legal advisor	Eddy Lareine
12.02.20	3.0	Submitted for review	Areff Salauroo

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E-MAIL POLICY

1.0 Objective

E-mail is a critical tool used for business communications at La Sentinelle Ltd. It must be used with respect to and in accordance with the objectives of La Sentinelle Ltd.

The objective of this policy is to outline appropriate and inappropriate use of La Sentinelle Ltd's e-mail systems and services in order to minimize disruptions to services and activities, ensure compliance to applicable company policies and operate within a regulatory framework.

2.0 Scope

This policy applies to all e-mail systems and related services owned by La Sentinelle Ltd, all e-mail account users at La Sentinelle Ltd (both temporary and permanent), and all company e-mail records.

3.0 References ISO 27001:2013

- **Acceptable Use of Assets – A.8.1.3**

Rules for the acceptable use of information and assets associated with information processing facilities shall be identified, documented and implemented.

- **Labelling of Information – A.8.2.2**

An appropriate set of procedures for information labelling shall be developed and implemented in accordance with the information classification scheme adopted by the organisation.

- **Controls against Malware – A.12.2.1**

Detection, prevention and recovery controls to protect against malware shall be implemented, combined with appropriate user awareness.

- **Electronic Messaging – A.13.2.3**

Information involved in electronic messaging shall be appropriately protected.

- **Protection of Records – A.18.1.3**

Records shall be protected from loss, destruction and falsification, in accordance with legislative, regulatory, contractual, and business requirements.

4.0 Policy Description

4.1 E-mail account Activation & Deactivation

E-mail access at La Sentinelle Ltd is controlled through individual accounts and passwords. Each user of La Sentinelle Ltd's e-mail system is required to read and sign a copy of this e-Mail Policy prior to receiving an e-mail access account and password. It is the responsibility of the employee to protect the confidentiality of their e-mail account and password information.

Employees of La Sentinelle Ltd are entitled to an e-mail account depending on the nature of their jobs. E-mail accounts will be granted to Third Parties on a case-by-case basis for a specified period. Third Parties who may be eligible for access include:

- Contractors.
- Trainees
- Consultants

Applications for e-mail accounts will be requested through a **CSRF (Computer Services Request Form)** which should be duly approved by an authorized HR representative and the Head of Department (HOD) of the requesting employee or applicable Third Parties.

E-mail access will be deactivated when the employee terminates their association with La Sentinelle Ltd, or when specified time period is reached or expiry of contract related to Third Parties, unless other arrangements are made. La Sentinelle Ltd is under no obligation to store or forward the contents of an individual's e-mail inbox/outbox after the term of their employment or in case where contract has ceased.

HR representative will inform the Head of IT and/or the Network & Systems Administrator by e-mail when an employee terminates their association with La Sentinelle Ltd, or when specified time period is reached or expiry of contract related to Third Parties, unless other arrangements are made. HR representative will inform the Head of IT and/or the Network & Systems Administrator by e-mail latest on the last day of employment.

4.2 General Expectations from End Users

Important official communications are often delivered via e-mail. As a result, employees of La Sentinelle Ltd with e-mail accounts are expected to check their e-mail in a consistent and timely manner so that they are aware of important company announcements and updates, as well as for fulfilling business and role-oriented tasks.

E-mail users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to remove himself or herself from the list, and is responsible for doing so in the event that their current e-mail address changes.

E-mail users are also expected to comply with normal standards of professional and personal courtesy and conduct.

4.3 Appropriate Use

Employees of La Sentinelle Ltd are encouraged to use e-mail to further the goals and objectives of La Sentinelle Ltd. The types of activities that are encouraged include inter-alia:

- Communicating with other employees, business partners, suppliers and clients within the context of the employee's assigned responsibilities.
- Acquiring or sharing information necessary or related to the performance of an employee's assigned responsibilities.
- Participating in educational or professional development activities.

4.4 Inappropriate Use

La Sentinelle Ltd's e-mail systems and services are not to be used for purposes that could be reasonably expected to cause excessive strain on systems. Individual e-mail use will not interfere with others' use and/or impact on La Sentinelle Ltd's e-mail system and services. E-mail use at La Sentinelle Ltd will comply with all applicable laws, all La Sentinelle Ltd policies, and all La Sentinelle Ltd contracts.

The following activities are deemed inappropriate uses of La Sentinelle Ltd e-mail systems and services and are therefore strictly prohibited:

- Use of e-mail for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
- Use of e-mail in any way that violates La Sentinelle Ltd policies, rules and regulations or administrative orders.
- Viewing, copying, altering, or deletion of e-mail accounts or files belonging to La Sentinelle Ltd or another employee without authorized permission from higher Management.
- Sending of unreasonably large e-mail attachments. The total maximum size of an individual e-mail message sent (including attachment) should not exceed 25 Mb.
- Opening e-mail attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses, malware, etc. and should be treated with utmost caution.
- Sharing e-mail account passwords with other employees or persons, or attempting to obtain another person's e-mail account password. E-mail accounts are only to be used by the registered user.
- Excessive personal use of La Sentinelle Ltd e-mail resources. La Sentinelle Ltd allows limited personal use for communication with family and friends, independent learning and professional development so long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a trivial amount of resources. La Sentinelle Ltd prohibits personal use of its e-mail systems and services for unsolicited mass mailings, non-La Sentinelle Ltd commercial activity, political campaigning, dissemination of chain letters and use by non-employees.

4.5 Monitoring and Confidentiality

The e-mail systems and services used at La Sentinelle Ltd are owned by the company, and are therefore its property. This gives La Sentinelle Ltd the right to monitor any and all e-mail traffic passing through its e-mail system. While the company does not actively read end-user e-mail, e-mail messages may be accessed upon a formal request from authorized Management Head with respect to their specific staff members.

In addition, backup copies of e-mail messages may be kept, despite end-user deletion, in compliance with La Sentinelle Ltd's records retention policy. The goals of these backup and archiving procedures are to ensure system reliability and prevent business data loss.

If La Sentinelle Ltd discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, e-mail records may be retrieved and used to document the activity in accordance with due process and procedure. All reasonable efforts will be made to notify an employee if his or her e-mail records are to be reviewed. Notification may not be possible, however, if the employee cannot be contacted, as in the case of employee absence due to vacation.

4.6 Reporting Misuse

Any allegations of misuse should be promptly reported to the Head of IT Department, Head of Department and/or Head of HR. If an offensive or suspicious e-mail is received, users should not forward, delete or reply to the message; instead this should be immediately reported to Head of IT or the System Administrator.

4.7 Disclaimer

La Sentinelle Ltd assumes no liability for direct and/or indirect damages arising from the user's use of La Sentinelle Ltd's e-mail system and services. Users are solely responsible for the content they disseminate. La Sentinelle Ltd is not responsible for any Third-Party claim, demand, or damage arising out of the use of the La Sentinelle Ltd's e-mail systems or services. The User shall be liable for and shall defend and indemnify La Sentinelle Ltd and hold the latter harmless from and against any such claim demand, action, or damage.

5.0 Failure to Comply

Violations of this policy will be treated like other allegations of wrongdoing at La Sentinelle Ltd. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for inappropriate use on La Sentinelle Ltd's e-mail systems and services may include, but are not limited to, one or more of the following:

- Temporary or permanent revocation of e-mail access;
- Disciplinary action according to applicable La Sentinelle Ltd policies;
- Termination of employment; and/or
- Legal action according to applicable laws and contractual agreements.

6.0 E-Mail User Agreement

I have read and I understand La Sentinelle Ltd e-Mail Policy and its related contents. I understand that if I violate the rules explained herein, I may face legal or disciplinary action according to applicable laws or company policy.

Name : _____

Signature : _____

Date : _____