

Emails created and received by University employees in the course of their work are important and must be managed. Employees are responsible for the information that they create or transmit with email.

Personal, Confidential and Restricted Information

- Be prudent about emails that you create and what you attach to them. Once you send an email, you have no control over what the recipient may do with it. This can lead to unintended disclosure of personal or confidential information.
- Do not include any content in an email you would not want publicly disclosed, since emails are subject to *Freedom of information and Protection of Privacy Act* (FIPPA).
- Do not send personal information by email, instead use a secure means of transmitting personal and confidential information (Ex. [LiquidFiles](#)).
- Consult [Policy 117](#) for more information on how to classify and handle information in your custody.

Appropriate and Professional use

- Avoid inappropriate conversations – use professional language. Ensure all your messages are informative, courteous and concise.
- Avoid personal remarks, unnecessary personal opinions, confusing acronyms and slangs. Email is a business communication tool.
- Use your University of Ottawa email account for all University emails.
 - Keep personal email to a minimum.
 - Delete or forward personal email to a private account, or maintain it in a separate folder.
 - Do not merge personal and university communications in a single email message.
- Close your email account when you are away from your desk.
- Do not disclose your password to others.
- Be cautious about opening email or following links from persons or sources you don't recognize or that appear suspicious. Consult [IT Security](#) for more information.

NOTE: Consult [Policy 118 - Electronic Mail \(Email\) Policy](#) for more information.

Creating and sending emails

- Use a meaningful subject line that describes the content and context of the email message.
- Limit message contents to one subject per message, this will make filing email messages easier.
- Avoid unnecessary forwarding of email.
- Cc's are usually used for information and not for action; limit your cc's to only those who need to know.
- Identify transitory emails and delete them regularly. For more information, please consult the *What can I delete best practice*.