

Email Policies

Email Account Policy

Fermilab will provide an email service for all employees, certain visitors and contractors, and retirees by request. The service will be hosted on systems of Fermilab's choice. The policies in this document apply to mail stored in this email service. Each email account will have an address of the form

name@fnal.gov

where "name" is the username of the user's lab computer accounts. As a condition of use of this account, the account holder (referred to subsequently as "user") understands that Fermilab retains the right to examine the current contents of the account and monitor incoming and outgoing mail to and from these accounts. Under ordinary circumstances, however, the user's privacy will be respected.

Each employee will be provided with an email account. Fermilab employees must use name@fnal.gov as their work-related email address. Employees must send and receive work-related email (including all email using the name@fnal.gov address) through the designated email servers.

Normally, visitors and contractors will have email services available at their home institutions. For convenience, a visitor or contractor may request an email address of name@fnal.gov be created and forwarded to their home institution. When that home institution's email service is not sufficient for performing their work at Fermilab, the visitor or contractor can, with justification, request delivery to a Fermilab mailbox. Such requests must be signed by spokespersons or work supervisors.

Email Appropriate Use Policy

The same policies (see <http://security.fnal.gov/Policies/Guidelines.htm>) governing appropriate use for any computing systems also apply to use of Fermilab email accounts. In particular, modest incidental use is allowed, but the accounts cannot be used for illegal activities, gambling, pornography, operating a business, political advocacy, or any activities that could embarrass the laboratory.

Email Retention Policy

Fermilab Records (which require long term storage) are not kept in the email system. Lab employees are instructed by records management procedures to extract any potential records from email and move them to records management systems.

Accordingly, there is no long term retention of email. Redundancy will be used to provide disaster recovery, allowing mail systems to be restored to some fairly recent state, but there is no provision for restoration of messages that a user has deleted.

The users may delete any of their mail at any time, and Fermilab will not make any attempts to examine mail the user has deleted. Certain types of information, such as proprietary vendor information, sensitive personnel records, PII, or security information, are subject to restrictions on storage, reproduction or distribution and such limitations still apply to email copies of this information. Other than such limitations, users may dispose of their email in any manner they desire, including deleting, transferring to local folders apart from the email server, or forwarding to other email accounts.

Email Account Retention Policy

Email accounts and aliases will not be perpetual. They will be tied to the existence of a valid Fermilab identity. Upon expiration of a valid identity, the account and alias will be removed. Users will ordinarily be given adequate warning before Fermilab credentials are to expire (to give them an opportunity to renew their ID). Any email left in the account at the time the account is disabled will be moved from the mail servers to temporary storage. Fermilab will maintain no permanent copies of any email from old accounts, but a user who reacquires a lab ID within the time period specified can request restoration of email using the procedures for File Retrieval Requests. The removal of the email alias means that any mail directed to this account will not be forwarded but will be returned as undeliverable. Retiring employees have an opportunity to maintain a retiree Fermilab ID and thus retain their email accounts.

Archive Policy

Coinciding with our Email Retention Policy, Fermilab does not keep an archive of any user email accounts or mailboxes

Document Change Log

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V1.1	8/31/2010	Scheduling meeting	MarkL	
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