Procedure for using email service

Based on clause 15 (2) 15) and (3) of the Statutes of the University of Tartu and clause 70 of the Information Security Strategy, established by the rector’s directive no. 324 of 21 August 2017, I establish the procedure for using email service as follows.

I. General provisions
1. The procedure for using email service (hereinafter ‘procedure’) lays down the conditions of using email service (‘service’) in the University of Tartu (‘university’). The procedure applies to all users of the university’s service.

2. The head of Information Technology Office decides on the suitable technological platform for providing the service.

II. E-mailbox and email addresses
3. The university’s email addresses (‘email address’) end in ut.ee.

4. Email addresses are divided into personalised and non-personalised addresses.

5. The university’s electronic mailboxes (‘e-mailboxes’) belong to the university. Email addresses are public information that the university makes public.

6. One or more different email addresses (aliases) may be related to an e-mailbox.

7. A personalised email address and e-mailbox are created with a username. Information Technology Office automatically creates a user account for the university’s employees, students, external students and visiting students, if their data (name, work or study relationship, duration of work or study relationship, etc.) are available in the university’s information systems. In other cases, the applicant submits a request to the information security manager. If necessary, the Information Technology Office creates a visitor account for the university’s partners and guests at the request of the head of the structural unit who is interested in it by the date specified in the request.

8. All members of the university and in justified cases, as decided by the information security manager, other persons have the right to use a personalised email address and e-mailbox.

9. When the service user’s work, study or academic relationship with the university ends, the personalised e-mailbox is closed and archived, and the email address routings are removed. If possible, the service user is informed of it one month before the e-mailbox is closed and if possible, an automatic reply is set up with information on closing of the mailbox.

10. After the user’s relationship with the university ends, the right to use a personalised email address and e-mailbox may be extended based on the user’s reasoned request, by the decision of the head of Information Technology Office.

11. The university preserves archived e-mailboxes for two years, unless the university and the user have agreed otherwise. The user is allowed access to an archived e-mailbox on
the decision of the head of Information Technology Office only. The data files of the e-mailbox are deleted after two years have passed.

12. Deleting the content of the archived e-mailbox of members of the Rector’s Office, professors and research professors is coordinated with the director of the university’s museum. Based on an application by the director of the museum, correspondence of historical and cultural value and other information necessary for the activity of the university is preserved for an unspecified term.

13. The university is entitled to analyse the content of emails and email attachments before they arrive in the e-mailbox and if necessary, remove spam from the email server. By automatic content analysis, potential information security risks are alleviated.

III. Personalised email address

14. A personalised email address is created for university employees and doctoral students with the following format: firstname.surname@ut.ee

15. Employees and doctoral students of the university have the right to choose a suitable email address for themselves:
   15.1 in case several persons have the same name;
   15.2 in other justified cases.

16. The suitable email addresses selected by the university employees and doctoral students are approved by the information security manager.

17. Bachelor’s and master’s students can create a personalised alias email address with the following format: firstname.surname@tudeng.ut.ee. Personalised aliases must be forwarded to a personal email address. If there are several persons with the same name, an automatically generated number sequence is added after the surname.

18. A user may forward emails sent to the personalised email address to another email address of the user. Only university’s email addresses are used in connection with work and studies.

19. The university may send university-related information to personalised email addresses.

20. During the right of use of the personalised e-mailbox, the university may open the e-mailbox and read the correspondence there:
   20.1 with the consent of the user of the e-mailbox;
   20.2 to prevent and solve an information security incident of a significant impact on the decision of the head of the Information Technology Office and information security manager, informing the user thereof at the earliest opportunity;
   20.3 in cases stipulated by the law.

21. After the expiry of the right to use an e-mailbox, the university has the right to open the archived e-mailbox and read the correspondence in it in justified cases (primarily to prevent and solve an information security incident) on the decision of the head of the Information Technology Office and the information security manager.

IV. Non-personalised email address

22. A non-personalised email address is the email address of a structural unit, position, function or device of the university.
23. Non-personalised email addresses are created and closed when the head of structural unit submits a respective application electronically to the helpdesk of the Information Technology Office. Such application must include information about the authorised user of the non-personalised email address.

24. The authorised user of the non-personalised email address must check the necessity and relevance of the email address at least once a year, and if necessary, submit a request to close it. If emails are forwarded from the email address to several users, the authorised user must take care that the emails sent to the address are forwarded to the correct addressees and that correspondence is not sent to persons to whom it is not intended.

V. Personal correspondence

25. A personalised email address may be used for personal correspondence, but it is recommended to mark it unambiguously as personal correspondence.

26. Non-personalised email addresses are not used for personal correspondence.

27. Before the expiry of the right to use an e-mailbox, the user must remove personal correspondence from the e-mailbox.

VI. Mailing list service

28. Mailing list service ensures that an email sent to a certain address is forwarded to all members of the mailing list.

29. The mailing list service is provided primarily to employees and students of the university. The university may also provide the mailing list service to other organisations associated with academic and research activities.

30. A mailing list is created and closed based on an application sent to the information security manager. Such application must include information about the purpose, name and authorised user of the mailing list.

31. Upon the termination of the authorised user’s work, study or academic relationship with the university, the authorised user must inform the information security manager of the termination and the information security manager approves a new authorised user.

32. The authorised user of a mailing list must check the necessity and relevance of the mailing list at least once a year, and if necessary, submit a request to close it.

33. The head of the Information Technology Office closes a mailing list in the following cases:
   33.1 the authorised user of the mailing list has submitted a request to close the list;
   33.2 the use of the mailing list is in conflict with the law or good practices;
   33.3 twelve months have passed from the last posting to the mailing list (unless otherwise agreed with the authorised user of the mailing list).

VII. Extraordinary suspension of service

34. The head of Information Technology Office has the right to suspend or terminate the right of use of an email address and the provision of the e-mailbox and mailing list service to:
   34.1 prevent or solve an information security incident;
   34.2 prevent damage to the reputation of the university or another person;
   34.3 prevent another harmful consequence.