



## E-Mail Address Policy

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### Scope

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This Policy sets forth e-mail address requirements for UNC-Chapel Hill individual e-mail accounts.

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### Audience

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This Policy applies to anyone with a University-maintained e-mail account.

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### Definitions

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**Auto-Forward:** The act of forwarding e-mail through the use of an automated forwarding mechanism. Once configured, these mechanisms forward e-mail from one server to another without any user intervention and/or oversight. Unlike the practice of “Store and Forward” defined below, when a user Auto-Forwards e-mail, a copy of the e-mail message is not maintained by the original e-mail server.

**HIPAA:** An acronym for the Health Information Portability and Accountability Act, a federal law that governs the use and disclosure of protected health information.

**Store and Forward:** The practice of receiving messages in an e-mail server (Store) while at the same time Auto-Forwarding a *copy* of that e-mail message to another e-mail server (Forward). This mechanism effectively multiplies the amount of message traffic and storage and should be avoided.

**University Email Address:** An address that ends in @unc.edu.

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### Policy Statement

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Departments and business units may only outsource their e-mail services to third parties such as Google if: (1) the requirements of an Affiliated Domain can be met and specified in a contract between the business unit and the vendor, and (2) the standard terms set forth in Exhibit A (or modified versions of these terms that have been approved by the Office of University Counsel and ITS) are incorporated into the contract between the business unit and the vendor.

#### 1. University E-Mail Addresses



All employees are required to use only their University e-mail address for conducting University business. Students who are also University employees must similarly use their University e-mail address to conduct University business while performing tasks related to their employment.

## **2. University Directory Listings**

All employees and students are responsible for entering and maintaining a University e-mail address in the UNC-Chapel Hill Campus Directory. This University e-mail address will be the e-mail address for all employees to use for conducting official University business and for receiving official e-mail communications from UNC-Chapel Hill.

Campus directory listings of an external e-mail address (e.g., @yahoo.com or @gmail.com) by employees or students are not permitted.

## **3. Forwarding**

Employee e-mail cannot be Auto-Forwarded to an external e-mail account. This prohibits the practice known as “store and forward”. Employee e-mail can only be Auto-Forwarded to another account ending in “unc.edu,” and then only as permitted by University policies and procedures as well as federal or state regulations, such as HIPAA. If you have any questions regarding whether an additional policy or procedure applies to you, consult your security liaison. Individual non-work related messages may be forwarded manually by UNC-Chapel Hill employees to external e-mail accounts.

Students may Auto-Forward e-mail to an external e-mail account (e.g., @gmail.com, @yahoo.com) unless the student is also a UNC-Chapel Hill employee who receives e-mails in the course of his/her University employment. In this circumstance, the student must comply with the preceding paragraph.

Compliance with these provisions ensures that UNC-Chapel Hill IT personnel and/or individual users will have adequate opportunity to process messages in accordance with their department’s record retention schedule.

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## **Compliance**

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Employees who fail to comply with this Policy may face disciplinary action, up to and including termination.



## Related Data

Exhibit A. Email Outsourcing Terms and Conditions -TBD

UNC Computing Policy – <http://help.unc.edu/1688>

ITS Onyen Policy – <http://help.unc.edu/1687>

E-mail Domain Policy –  
[http://its.unc.edu/ccm/groups/public/@its/documents/content/ccm3\\_025562.pdf](http://its.unc.edu/ccm/groups/public/@its/documents/content/ccm3_025562.pdf)

Policy on the Privacy of Electronic Information –  
[http://www.unc.edu/campus/policies/elec\\_info.html](http://www.unc.edu/campus/policies/elec_info.html)

Departmental Retention Schedules -  
[http://www.lib.unc.edu/mss/uars/app\\_schedules.html](http://www.lib.unc.edu/mss/uars/app_schedules.html)

Email Address FAQ –  
<http://help.unc.edu/Article/results?ssCatId=13>

## Contacts

Subject	Contact	Telephone	FAX/E-Mail
Information Security Policy Guidance	UNC Information Security Office	919-445-9393	919-445-9488
Affiliated Domain Registration	UNC Information Security Office	919-445-9393	919-445-9488

## History

**Effective Date:** March 01, 2011  
**Revised Date:**  
**Next Review Date:** Feb 29, 2012