



# الأكاديمية الهندية، دبي

## The Indian Academy, Dubai

**Policy No:** TIA 3.3

### **Policy on Email Etiquette**

**Introduced** : April 2014  
**Revised** : March 2015

**Implemented by** : Board Members

**NEED:** The purpose of this policy is to ensure the proper use of IQRA EDUCATION email system and make users aware of what IQRA deems as acceptable and unacceptable use of its email system. The Indian Academy, Dubai being one of the schools of **IQRA EDUCATION** will follow a policy on “**Email Etiquette.**”

#### **PROCEDURE:**

- ❖ Each staff is expected to write well structured emails and use short, descriptive subjects. Indicate the action required of the receiver on the subject line and state the subject of the message clearly, since; receivers are more likely to read messages they can easily identify and prioritize.
- ❖ Messages may be ended with ‘Best Regards’ or a similar phrase. **The use of Internet abbreviations and characters such as smileys however, is not encouraged.**
- ❖ Signatures must include your name, job title and company name. A standard disclaimer should be added underneath your signature and use a spell checker before an email is sent. All IQRA Education employees have a standard email signature created by IT Department and it should be used for all communication.
- ❖ Staff must set the out of office option when they are away on vacation stating an alternative email contact for work-related matters.
- ❖ It is strictly prohibited to use the IQRA email system to send or forward emails containing libellous, defamatory, religious, offensive, racist, pornographic/obscene remarks, chain letters, virus warnings, junk mail and unsolicited commercial or advertising material. If you receive an email of this nature, you must promptly notify your line manager.
- ❖ Do not forward a message without acquiring permission from the sender first or copy a message or attachment belonging to another user without the permission of the originator, unless someone has been left off the original list.
- ❖ Do not forge or attempt to forge email messages or attempt to disguise your identity when sending an email.

- ❖ IQRA employees shall have no expectation of privacy in anything they store, send or receive on the company's email system. IQRA may monitor messages without prior notice. IQRA, is not obliged to monitor email messages.
- ❖ Although IQRA email system is meant for business use, IQRA allows the reasonable use of email for personal use if certain guidelines are adhered to.
- ❖ Personal use of email should not interfere with work and must also adhere to the guidelines in this policy.
- ❖ Refrain from using the official email id for personal subscription to websites.
- ❖ Forwarding of mass emails, chain letters, junk emails, jokes and executables is strictly forbidden. All messages distributed via the company's email system, even personal emails, are IQRA property.