

EMAIL POLICY

The purpose of this policy is to ensure the proper use of BergeronFamily.org's email system and make users aware of what BergeronFamily.org deems to be acceptable and unacceptable use of its email system. BergeronFamily.org reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

Email is a communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of email:

If you send or forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and BergeronFamily.org can be held liable. If you send an attachment that contains a virus, you and BergeronFamily.org can be held liable.

By following the guidelines in this policy, the user can minimize the legal risks involved in the use of email. If any user disregards the rules set out in this email policy, the user will be fully liable and BergeronFamily.org will disassociate itself from the user as far as legally possible.

LEGAL REQUIREMENTS The following rules are required by law and are to be strictly adhered to. It is prohibited to:

Send or forward emails containing offensive or disruptive content, which includes, but is not limited to defamatory, offensive, racist or obscene remarks. If you receive an email of this nature, you must promptly notify the webmaster. Forward a message without acquiring permission from the sender first. Send unsolicited email messages. Forge or attempt to forge email messages. Disguise or attempt to disguise identity when sending mail. Send email messages using another person's email account. Copy a message or attachment belonging to another user without permission of the originator.

BEST PRACTICES BergeronFamily.org considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Users should take the same care in drafting an email as they would for any other communication. Therefore BergeronFamily.org wishes users to adhere to the following guidelines:

Writing emails Write well-structured emails and use short, descriptive subjects. BergeronFamily.org's email style is informal. This means that sentences can be short and to the point. You can start your email with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. Signatures must include the sender's name. Users must spell check all mails prior to transmission. Do not send unnecessary attachments. Compress attachments larger than 200K before sending them. Do not write emails in capitals. Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take. If you forward mails, state clearly what action you expect the recipient to take. Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, or using other means of communication. Only mark emails as important if they really are important.

Replying to emails Email should be checked regularly. By accepting this agreement, you agree to check your email on a daily basis. Emails should be answered within at least 48 hours, but users must endeavor to answer priority emails within 4 hours. Priority emails are emails from existing customers and business partners.

Maintenance Delete any email messages that you do not need a copy of, and set your email client to automatically empty your 'deleted items' on closing.

PROPER USE The sending of chain letters, junk mail, jokes and executables is prohibited. All messages distributed via the email system are BergeronFamily.org's property.

CONFIDENTIAL INFORMATION Never send any confidential information via email. If you are in doubt as to whether to send certain information via email, check this with the webmaster.

ENCRYPTION Users may not encrypt any emails without obtaining written permission from the webmaster. If approved, the encryption key(s) must be made known to BergeronFamily.org.

SYSTEM MONITORING BergeronFamily.org can, but is not obliged to, monitor emails without prior notification. If there is evidence that you are not adhering to the guidelines set out in this policy, the BergeronFamily.org reserves the right to take disciplinary action, including termination of account and/or legal action.

EMAIL RETENTION All emails will be deleted after 60 days. If a user has sufficient reason to keep a copy of an email, the message must be moved to the folder 'For archiving'.

EMAIL ACCOUNTS All email accounts maintained on our email systems are property of BergeronFamily.org. Passwords should not be given to other people and should be changed once a month. Email accounts not used for 60 days will be deactivated and possibly deleted.

QUESTIONS If you have any questions or comments about this Email Policy, please contact the webmaster, [Rick Bergeron](#). If you do not have any questions BergeronFamily.org presumes that you understand and are aware of the rules and guidelines in this email policy and will adhere to them.

DECLARATION I have read, understand and acknowledge receipt of the email policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.