



# **POLICY ON ELECTRONIC COMMUNICATIONS**

**Date first issued:** - 05 May 2006  
**Date reviewed:**  
**Date recommended by ICT Services Executive:** - 18 April 2007  
**Date approved by the EMC/Senate:** - 3 March 2008  
**Date approved by the Council:** - 7 October 2008  
**Date Implemented:**

This policy and its rules, guidelines and procedures replace all previous policy and/or circulars pertaining to the policy on electronic communication.

## **1. POLICY**

It is the policy of Tshwane University of Technology (TUT) ("the University") that Internet services are made available to all students and staff and that such services be managed to limit the associated risk, cost and liability to the University.

## **2. DEFINITIONS**

- 2.1. **User(s)** - all employees employed by the University, all students registered at the University including those registered for part-time studies, visiting and freelance students, contract workers, third parties/vendors, and/or academics with access to the University's e-mail, Internet and IT network.
- 2.2. **Illegal Content** - e-mail and web site content, including but not limited to, material that is pornographic, oppressive, racist, sexist, defamatory against any User or third party, offensive to any group, a violation of a User's or a third party's privacy, identity or personality, copyright infringement, malicious codes such as viruses and Trojan Horses, and content containing any Personal Information of User's or third parties without their consent;
- 2.3. **Personal Information** - Personal Information as defined in the Promotion of Access to Information Act 2 of 2000 (<http://www.polity.org.za>)



## ISHWANE UNIVERSITY OF TECHNOLOGY POLICY

**2.4. Pornographic** - all the content and actions, simulated or real, graphic or written detailed in Schedules 1, 2, 6, 7 and 11 of the Films and Publications Act 65 of 1996 (<http://www.polity.org.za>)

**2.5. Internet** – shall include the University's Intranet and Extranet

Application:

This Policy applies to all Users that have access to the University's e-mail, Internet or network and who:

- use the University's facilities to send and receive e-mail messages (including attachments thereto);
- access the Internet and the Internet's services including but not limited to use net newsgroups, the World Wide Web and Internet chat rooms; and
- save, retrieve or print files, e-mail messages or other electronic documents to and/or from the University's network or a computer, hard drive or disk.

**2.6. Firewall** - Equipment installed on the external network connection in such a way as

to intercept all traffic flowing into or out of the University or individual campus and used to enforce the Internet Security Policies, to monitor and log usage, to monitor and log WWW sites visited.

**2.7. Internet Security Policies** - Policies in place, which define access into and from the University, limit access to Internet services and to restrict access to University services/servers/systems.

**2.8. Copyright on Electronic communication** – Describes the usage and application of information retrieved from the electronic media environment or network as regulated by the Copyright Act No 98 of 1978

The act and policy on copyright is available online.  
<http://hor.sabinet.co.za/nellawpdf/nellaw/COPYRIGHT%20ACT.htm>

**2.9 Offensive-** means but not limited to:

- (a) any conduct that violates the human dignity of other people, discriminates on the bases of race, gender, disability, religion, sexual orientation and culture;
- (b) any conduct that promotes hatred or violence,
- (c) any pornographic material.



### **3. RULES**

- 3.1. The policy recognises that e-mail is another method of communication similar to advertising, etc. All reasonable precautions must be taken to minimise the risk to such communication.
- 3.2. Internet services at the University are provided for academic and University business purposes. Moderate use for private business or personal purposes, is allowed.
- 3.3. Access (usage, limits and/or quota's -see Appendix 3) to the various internet services is an academic or business matter and is governed by the rules approved by the EMC upon recommendation by the ICT Executive Committee.
- 3.4. Internet Security Policies shall be set by the Director: ICT Services, ICT Executive, EMC, Senate or University Council depending on the nature of the policy and the implications of the decisions.
- 3.5. Administration of the Firewall is the responsibility of the Director: ICT Services.
- 3.6. All e-mail shall have an Electronic Mail Disclaimer, as provided in Appendix 1, appended automatically before leaving the University e-mail system.
- 3.7. The University's Corporate Affairs and Marketing department is required to ensure that the full Electronic Mail Disclaimer as worded in Appendix 2 is available on the University's public web site at the address as stated in the disclaimer.
- 3.8. Administration and enforcement of policy is the responsibility of the Director: ICT Services.
- 3.9. Responsible Persons and Duties:-
  - 3.9.1. Users are personally responsible to abide by the rules created in this policy and must delete all incoming e-mail messages that contain content or links to content that are not allowed in terms of this policy;
  - 3.9.2. The University's ICT Services Directorate is responsible for:
    - a. the technical issues related to the availability of Internet services;



- b. assisting the University's management to conduct searches/monitoring of User's incoming and outgoing e-mail messages, stored messages, stored files and browsing habits;
- c. ensuring all outgoing e-mail messages contain the University's official e-mail disclaimer;
- d. scanning all incoming messages and file downloads for potential threats and taking the necessary steps to avoid such threats;
- e. sustaining Users' awareness of this and other University policies related to the use of the University's electronic facilities;
- f. facilitate training for Users in the proper use of the University's electronic facilities; and
- g. adhere to the service level agreement between clients and ICT Services Directorate.

3.9.3. The University's management will take appropriate action against Users who fail and/or refuse to abide by this policy.

#### 3.9.4. RIGHT TO MONITOR

3.9.4.1. The user hereby expressly consents to the monitoring of users use of the University's electronic communication system. The said consent relates to both emails sent in the course of business and any other e-mails or data communication that may take place on the University's electronic communication system.

3.9.4.2. Staff members may not claim any privacy and prevent the University from accessing electronic communication sent through or material stored in the University systems.

3.9.4.3 Systems are monitored to detect deviation from access control policy and record monitorable events to provide evidence in case of security incidents.

3.9.4.4 Monitoring will allow for conformity to access policy and the effectiveness of the adopted controls to be verified.



## **ISHWANE UNIVERSITY OF TECHNOLOGY POLICY**

- 3.9.4.5 Monitoring will exclude any test/examination paper or memorandum relating to academic matters of the University
- 3.9.4.6 Monitoring the use of the University's information processing facilities will include:
  - a. Authorised access
  - b. Privileged operations
  - c. Unauthorised access attempts
  - d. System alerts and failures
- 3.9.4.7 The management of the University or its representative reserves the right to audit all e-mail and electronic media communications without prior warning (this entails to inspect, block or delete any internal /external unsuitable e-mail and/or electronic media communications).
- 3.9.4.8 Only staff members who have been specifically designated in writing by the Director of ICT may monitor electronic communication in terms of this policy.
- 3.9.4.9 A staff member who has been designated to monitor electronic communication may not disclose any confidential information accessed during the course of his or her duties to any other person save for the Director of ICT unless such disclosure is for the purpose of enforcing the rules or for the purposes of instituting disciplinary steps or giving evidence in a disciplinary hearing against such person.
- 3.9.5 **ACCEPTABLE USE AND GENERAL GUIDELINES**
  - The following actions and content will be considered acceptable use of e-mail and Internet facilities by Users:
    - 3.9.5.1 Users shall use e-mail and Internet access primarily for University business. Private and personal use, in moderation, will be tolerated, subject to the rules detailed in this policy.



- 3.9.5.2 Equipment, systems and software on the University's networks are to be used primarily for University business. Common sense and good judgement should guide personal and private usage;
- 3.9.5.3 When forwarding or replying to official e-mail messages the contents of the original message should not be altered. If the contents need to be changed, then all changes must be clearly marked as such;
- 3.9.5.4 The University has the right to limit the size of incoming and outgoing e-mail messages and attachments, downloads and other files and may block and delete e-mail messages, downloads, attachments or other files that are larger than the set maximum size. It is the responsibility of Users to limit the size of attachments and other files to prevent overloading of the electronic mail system resources;
- 3.9.5.5 E-mail messages should be kept brief and formulated appropriately;
- 3.9.5.6 Virus warnings or pop-ups that result from incoming e-mail or file downloads must be immediately reported to the Helpdesk of ICT Services Directorate;
- 3.9.5.7 The e-mail disclaimer may not be removed or tampered with by Users;
- 3.9.5.8 Users must check e-mail recipients prior to sending, forwarding or replying to messages. When distribution lists are used the sender should consider whether or not each group member really needs, or really should, receive the e-mail;
- 3.9.5.9 The subject field of an e-mail message should relate directly to the contents or purpose of the message;
- 3.9.5.10 Users must log-off or use screen savers with passwords in times of absence from a computer terminal to avoid improper and/or illegal use;
- 3.9.5.11 Notebook and/or offline Users should load and update the "address book", if any, regularly; and
- 3.9.5.12 If Users (non-students) are out of the office for more than one day, they should activate the "Out of Office" function. This informs the



sender of an e-mail of a recipient's absence. The "Out of Office" message should include both the period of absence and an alternative contact person.

### 3.9.6 UNACCEPTABLE AND PUNISHABLE CONDUCT

The following actions and content are not allowed and will lead to investigation and possible disciplinary action:

- 3.9.6.1 Sharing logon usernames with or disclosing passwords to any third person(s);
- 3.9.6.2 Modifying an e-mail message and forwarding or replying therewith without noting the changes (i.e. deletions, removal of recipients, modification of content, etc.);
- 3.9.6.3 Fabricating a message and/or sender of a message;
- 3.9.6.4 Intentionally bypassing the security mechanisms of the mail system or any other secure web site or network (e.g. creating bogus accounts);
- 3.9.6.5 Modifying the internal mail transport mechanism to forge a routing path that a message takes through the Internet;
- 3.9.6.6 Knowingly and deliberately receiving, storing, downloading, printing, distributing, sending or accessing illegal content ;
- 3.9.6.7 Participating in e-mail "chain letters" or similar activities;
- 3.9.6.8 Downloading, receiving and/or installing software applications not approved by the ICT Services Directorate;
- 3.9.6.9 Knowingly burdening the University's network with unofficial data (e.g. forwarding, downloading or accessing large video clips or graphics to or from a distribution list or file-sharing server);
- 3.9.6.10 Using automatic forwarding of e-mails ("Auto Rules") to any person without such person's consent;
- 3.9.6.11 The creation, sending or forwarding of unsolicited mail (spam);
- 3.9.6.12 The creation, sending or forwarding of marketing information about commercial and/or non-academic issues;
- 3.9.6.13 Knowingly sending or forwarding messages and attachments that are infected with malicious codes such as viruses;



## **TSHWANE UNIVERSITY OF TECHNOLOGY POLICY**

- 3.9.6.14 Knowingly using media that may be infected with malicious code;
- 3.9.6.15 Accessing and using internet relay chat if such actions burden the University's systems or prevent other Users from using them;
- 3.9.6.16 Any non-work related actions that knowingly prevent other Users from using e-mail or Internet access;
- 3.9.6.17 Committing any conduct or actions criminalised and detailed in Chapter XIII of the Electronic Communications and Transactions Act 25 of 2002, including but not limited to hacking or developing, downloading and using any technology that may circumvent ICT security measures (see sections 85, 86, 87, 88 and 89 of <http://www.polity.org.za/pdf/ElectronicCommunications.pdf>);
- 3.9.6.18 Any destructive and disruptive practices either via e-mail or the Internet;
- 3.9.6.19 Indiscriminate storage and/or forwarding of e-mail, files, web sites and attachments for which permission has not been obtained from the originator or copyright holder;
- 3.9.6.20 Any purposes that could reasonably be expected to cause directly or indirectly excessive strain on any computing facilities, or unwarranted or unsolicited interference with others;
- 3.9.6.21 Sending, replying to or forwarding e-mail messages or other electronic communications which hides the identity of the sender or represents the sender as someone else;
- 3.9.6.22 Users of the University's electronic mail systems who obtain access to materials of other organisations may not copy, modify or forward copyrighted materials, except under the specific copyright terms and conditions;
- 3.9.6.23 Using information, e-mail, files, downloads or data to commit fraud or any other criminal offence(s); and
- 3.9.6.24 Any illegal use of the internet by any third parties, using resources or account information provided by a staff member, will be regarded as illegal use by the staff member.





3.9.6.25 Inappropriate use of electronic surveillance by designated structures, and his or her line-function, might also be liable for misconduct.

#### 3.9.7 CONSEQUENCES OF MIS-USE

Failure and/or refusal to abide by the rules detailed in this policy shall be deemed as misconduct and the University will initiate the appropriate investigation and disciplinary action against Users in accordance with the Disciplinary Code of the University

## 4. DOCUMENTS

- 4.1. Appendix 1 - Electronic Mail Disclaimer.
- 4.2. Appendix 2 – The full Electronic Mail Disclaimer.
- 4.3. Appendix 3 - Usage ,Limits and Quotas

## APPENDIX 1

### ***Electronic Mail Disclaimer***

- 1. The following disclaimer must appear in all e-mail leaving the University.
- 2. The wording may not be changed or added to in anyway which alters or attempts to alter its meaning or spirit.
- 3. The full disclaimer is contained in Appendix 2.
- 4. *This e-mail is sent and received in terms of the Electronic Communications Policy of Tshwane University of Technology. In line with this policy, this e-mail is private, privileged and confidential. The full text of the Electronic Mail Disclaimer can be seen on the TUT web site at <http://www.tut.ac.za/Other/disclaimer/Pages/default.aspx> or obtained by phoning (012) 382-5911*



**The Electronic Mail Disclaimer as it appears on the TUT e-mail message**

-----  
Tshwane University of Technology

This e-mail is sent and received in terms of the Electronic Communications Policy of Tshwane University of Technology. In line with this policy, this e-mail is private, privileged and confidential. The full text of the Electronic Mail Disclaimer can be seen on the TUT web site at

<http://www.tut.ac.za/Other/disclaimer/Pages/default.aspx>  
or obtained by phoning (012) 382-5911



## APPENDIX 2

### ELECTRONIC MAIL DISCLAIMER

1. This e-mail transmission is to be treated as confidential.
2. The information in this e-mail or attachments thereto is intended for the attention and use only of the addressee. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution of the contents of this e-mail transmission, or the taking of any action in reliance thereon or pursuant thereto, is strictly prohibited.
3. Should you have received this e-mail in error, please delete and destroy it and any annexures thereto immediately and notify the sender of their mistake. At no time may you act on the information contained therein.
4. Under no circumstances will the Tshwane University of Technology or the sender of this e-mail be liable to any party for any direct, indirect, special or other consequential damages for any use of this e-mail, or of any other hyper linked web site, including, without limitation, any lost profits, business interruption, loss of programs or other data on information handling systems or otherwise, even if the Tshwane University of Technology the sender of this e-mail have been expressly advised of the possibility of such damages.
5. Any agreements concluded with Tshwane University of Technology by using electronic correspondence shall only come into effect once the Tshwane University of Technology has indicated such contract formation in a follow up communication.
6. No e-mail correspondence sent to the Tshwane University of Technology shall be deemed to have been received until the Tshwane University of Technology has responded thereto. An auto-reply shall not constitute such a response.
7. No warranties are made or implied that any employee or student of the Tshwane University of Technology was authorised to make this communication.
8. The Tshwane University of Technology retains the copyright to all e-mail messages sent from its communications systems.
9. The views and opinions expressed in this e-mail do not necessarily express or reflect the views and / or opinions of the Tshwane University of Technology.



**TSHWANE UNIVERSITY OF TECHNOLOGY POLICY**

- 10. The Tshwane University of Technology cannot insure that this e-mail is free of errors, viruses, interceptions or interference.
- 11. This e-mail disclaimer will at all times take precedence over any other e-mail disclaimer used or received by employees / students utilising the communications facilities of the Tshwane University of Technology.
- 12. This communication and its contents may be monitored for security and policy aberrations and correspondence that may bring the University in dispute.

**APPENDIX 3**

**Usage Limits and Quotas**

Information on usage, limits and quotas, that do not pose a security risk, will be made available, upon request, from the ICT Services Helpdesk

Email Message Size	100Mb(internal)	10Mb(External)	
File extensions	*.mp3; *.asf		Limited
FTP			Limited
Audio Streaming			Limited
HTTP	5GB Free		Charge back rates
Server Email Retention		120 DAYS	
User Mail Box Size	100Mb		
			Password valid for 45 days Three failed login attempts causes an account lockout
Password Length/Complexity			
Social Networking sites(Facebook etc)			Limited



A handwritten signature in black ink, appearing to read 'Em Tyobeka', written over a dotted line.

EM TYOBEKA (PROF)  
CHAIRPERSON OF THE EMC AND THE SENATE

A handwritten signature in black ink, appearing to read 'Rv Matlhare', written over a dotted line.

RV MATLHARE  
CHAIRPERSON OF THE COUNCIL