

# Rules for the Use of the University Electronic Mail

## Summary

Rules for the Use of the University E-Mail .....	1
Definitions .....	2
Art. 1 - Objectives and Scope .....	3
Article 2 - Use of electronic mail .....	3
Article 3 - User's Responsibility .....	4
Art. 4 - Assignment .....	4
Art. 4.1 - Named mail addresses .....	4
Art. 4.2 - Unnamed mail addresses .....	5
Art. 4.2.1- Structure and Academic Appointments Addresses .....	5
Art. 4.2.2- Additional addresses .....	5
Art. 5 - Revocation Process .....	5
Art 5.1 - Deactivation .....	5
Art. 5.2 - Cancellation .....	6
Article 5a - Suspension .....	6
Art. 5b - Extension .....	6
Art. 6 - Signature at the foot of the email .....	7
Article 7 - Institutional Distribution Lists (mailing lists) .....	7
Article 8 - Processing of mailbox data in the event of the user's absence .....	7
Art. 8.1 - Planned or foreseeable long-term absence of the person concerned .....	7
Art. 8.2 - Unscheduled and unforeseeable prolonged absence of the person concerned .....	7
Art. 8.3 - Termination of employment or collaboration with the University .....	8
Art. 9 - Processing of mailbox data in the event of the user's death .....	8
Art.10 - Final and Transitory Rules .....	8

## Definitions

- **University:** University of Parma.
- **Mailbox:** Storage space containing e-mail messages that are accessed using one's credentials.
- **Domain:** unique name placed after the @ symbol in email addresses that identifies the organisation managing it (e.g.: unipr.it).
- **Distribution list:** an e-mail address with which a list of other addresses is associated.
- **Certified Electronic Mail (PEC):** The Posta Elettronica Certificata (PEC) is a special type of electronic mail, governed by Italian law, which makes it possible to give an electronic mail message the same legal value as a traditional registered letter with acknowledgement of receipt, thus guaranteeing non-repudiation.
- **Head of apical structure:** a person who is assigned the role of head of an apical organisational structure as defined in Title II of the "General lines of organisation of the University".
- **Sub-domain:** domain identifying a subset of the main organisation (e.g.: asi.unipr.it).
- **Data controller:** the natural or legal person, the public administration and any other body, association or organisation responsible, even jointly with another data controller, for deciding on the purposes, methods of processing personal data and the instruments used, including the security profile.
- **Data processing:** any operation or set of operations, carried out even without electronic means, concerning the collection, recording, organisation, storage, consultation, processing, modification, selection, extraction, comparison, use, interconnection, blocking, communication, dissemination, erasure and destruction of data, even if not registered in a database.
- **O.U.** Organisational Units defined in Article 4 of the "General Guidelines for the Organisation of the University".
- **User:** any subject using the e-mail provided by the University of Parma and in possession of specific authentication credentials.

## Art. 1 - Objectives and Scope

The University provides its users with an institutional e-mail box belonging to the 'unipr.it' domain or an appropriate sub-domain. E-mail is an institutional tool for internal and external communication within the University.

The use of this box constitutes 'processing of personal data' and therefore has to comply with the provisions of Legislative Decree 196/2003.

These regulations govern the conditions of use of the institutional e-mail service provided by the University to the following categories of users:

- a) Lecturers (Full Professors, Associate Professors, Researchers, Emeritus Professors, Honorary Professors);
- b) Technical Administrative Staff;
- c) PhD students;
- d) Research fellows;
- e) Research assistants;
- f) Residents;
- g) Students (students regularly enrolled in institutional study courses. Including: Erasmus students, students enrolled on inter-university courses);
- h) Collaborators with whom there is a formalised employment or collaboration relationship of any kind on a fixed-term basis.

These regulations do not apply to PEC, for which please refer to the relevant regulation.

## Article 2 - Use of electronic mail

Users must use their e-mail box only for teaching, research, administrative activities and for other activities that are instrumental or related to the University's institutional purposes, in compliance with the provisions of the regulations in force and in any case without causing damage or harm to the University itself or to third parties.

When carrying out activities referable to a specific academic position or referable to a structure, the user is normally required to use any non-named addresses (specified in Art. 4.2) to ensure better organisation of work and continuity of service, taking care to sign the message in a personal manner.

The user may not use e-mail to send, even by means of links or attachments in any format, messages containing or referring to:

- Non-institutional, overt or covert advertising;
- Private commercial communications;
- Communications of political propaganda from outside the university;
- Pornographic or similar material;
- Discriminatory or harmful material in relation to race, sex, religion, etc;
- Material that violates privacy legislation;
- Content or material infringing the property rights of third parties;
- Defamatory or patently offensive content;
- Other illegal content.

The above list must be complied with, but does not include exhaustive hypotheses, as it is susceptible of analogical application.

Users, when consulting mail, must adopt behaviour that does not jeopardise the University's IT security. In particular:

- Pay close attention to messages or attachments from unknown or untrustworthy senders and, if you cannot identify the sender, do not open them;
- do not open mail attachments with an executable extension (e.g. .exe, .bat, .com);
- run a virus scan of mail attachments before opening them;
- disable automatic message preview;
- deactivate the automatic preview of the contents of attached

files. Users are required to consult their mailboxes regularly.

If the user receives a document to be registered by e-mail, must refer to the provisions of the Computerised Protocol Management Manual.

### Art. 3 - User's responsibilities

The user assumes all criminal and civil liability and the burden of any charges deriving from the improper use of the service, releasing, at the same time, the University from any claim or action that may be brought against the University by any third party as a result of such improper use. The user may not use the service in such a way as to impair its use by other users.

Without prejudice to cases of criminal offences, the improper use of electronic mail gives rise to disciplinary liability pursuant to the Disciplinary Code, contained in the CCNL for the sector in force, [Presidential Decree no. 62/2013](#) and the [University Code of Conduct](#) and the [University Teaching Regulations](#).

### Art. 4 - Assignment

The e-mail account (username, password and e-mail address) is provided by the University. A distinction is made between named mail addresses and unnamed mail addresses.

#### Art. 4.1 - Named mail addresses

The nominative e-mail account is provided to the following categories of users:

- **lecturers, administrative technical staff, PhD students, research grant holders, contract and specialist lecturers, professors emeriti and honorary professors.** Assignment takes place ex officio at the start of the relationship with the University and is [nome.cognome@unipr.it](#) (unless homonyms are resolved);
- **students** (excluding doctoral students). The assignment is made ex officio at the same time as the regularisation of enrolment and is [nome.cognome@studenti.unipr.it](#) (unless homonyms are resolved);
- **collaborators** (collaboration contracts, research fellows). The assignment is made at the request of the head of the top structure and is of the type [nome.cognome@unipr.it](#) (unless homonyms are resolved);

## Art. 4.2 - Unnamed mail addresses

### Art. 4.2.1- Structure and Academic Appointments Addresses

Unnamed addresses of academic structures or offices include: **academic bodies, pro chancellors, administrative, teaching and research structures and centres of the University** and can be shared between several users with a named mailbox of the University.

The name must be traceable to the structure or organs.

The address of **administrative structures, centres, academic bodies and pro-rectors** is determined in the act of their establishment and is updated in accordance with any reorganisation.

If **the title of** the academic body, pro-rector or structure head **changes**, the box is transferred to the new holder.

Addresses **for teaching and research facilities** may only be requested by the head of an apex facility.

### Art. 4.2.2- Additional Addresses

Users may request additional addresses to be used for particular institutional activities or working groups (e.g. convegnoXYZ@unipr.it).

The granting of this type of address is subject to authorisation by the Magnifico Rector or his delegate.

## Art. 5 - Revocation Process

The revocation process leads to the deactivation of the mailbox through the deactivation and deletion steps

### Art 5.1 - Deactivation

*Art. 5.1 1 Addresses teachers and technical staff (cf. Art.1 letters a,b,c,d,e,f,h)*

The registered mailbox **is deactivated** twelve months after termination, which is triggered by the occurrence of one of the following conditions:

- end of the employment relationship (cf. Art.1 letters a,b)
- end of the cooperation relationship (see Art.1 letter h)
- completion of postgraduate school (cf. Art.1 letter f)
- attainment of a PhD degree (see Art.1 letter c).
- completion of the research grant (see Art.1 letter d)
- completion of the research grant (see Art.1 letter e)

The user may provide the University with an alternative personal address to which any useful communications from the University may be sent.

In the twelve months between termination and deactivation, the user shall continue to access his mailbox normally and, if he sees fit, may set up an automatic reply message to notify him of his termination. After the twelve months following termination, the box shall no longer be accessible to the user.

For **emeritus and honorary professors**, the mailbox will never be deactivated.

#### *Art. 5.1.2 Student name addresses (see Art.1 letter g)*

The registered mailbox is **deactivated** 36 months after termination, which occurs as result of one of the conditions listed below:

- obtaining a master's degree;
- notice of withdrawal from studies;
- non-renewal of enrolment for the following year of the course;
- non-renewal of enrolment in a master's degree course after obtaining a three-year degree.

The student, when applying for graduation, may provide an alternative e-mail address that the University may use to contact him/her and/or inform him/her of initiatives aimed at graduates.

During the 36 months between termination and deactivation, the user shall continue to access his box normally and, if he deems it appropriate, he may set up an automatic reply message to notify him of his termination. Once the 36 months have elapsed since the above-mentioned conditions have been met, the box is no longer accessible to the user.

For all the above-mentioned categories of users, for a period of 6 months after deactivation of the box, an automatic response system will be set up to inform of the deactivation.

#### *Art. 5.1.3 Unnamed addresses*

- Additional addresses: the box has a minimum duration of 6 months (unless otherwise specified in the application).
- For academic bodies, pro chancellors, structures and centres: mailboxes are only deactivated following a decision to delete them.

### **Art. 5.2 - Cancellation**

Six months after deactivation, the mailbox will be permanently deleted from the University Mail system, including all messages contained therein.

### **Article 5a - Suspension**

The use of the mailbox may be temporarily suspended in the event of violation of the laws in force, of these regulations, for justified technical or security reasons or for precautionary suspension of the employee from service. In the latter case, the employee must provide the University with an alternative address to which any useful communications may be sent the University.

### **Art. 5b - Extension**

Teaching and technical-administrative staff may make a request to extend the duration of the box beyond the limits indicated in Art. 1 letters a, b if a collaboration relationship with the University continues. The request must indicate the type of collaboration and its term. The granting of the extension is subject to authorisation by the Magnifico Rettore.

## Art. 6 - Signature at the foot of the email

The staff of the University is required to append a signature at the bottom of all e-mail messages consisting of: name, surname, structure of affiliation, telephone numbers, physical address, e-mail address and the University website, avoiding adding any other information not related to the work assignment. The University has the right to insert a message or notice at the foot of all emails.

## Article 7 - Institutional Distribution Lists (mailing lists)

In the University there are a number of distribution lists listed in the IT Service Catalogue, used for the distribution of general interest and service communications, which contain within them the complete lists of e-mail addresses of homogeneous categories of users.

The creation of institutional distribution lists is approved by the Magnificent Rector or his delegate.

Subscription to mailing lists takes place automatically once a mailbox is assigned and the user cannot be removed from them as they are a tool for sharing and exchanging institutional information.

The sending of messages to general distribution lists is subject to the approval of the Magnificent Rector or persons delegated by him on a temporary or permanent basis, whereas the sending messages to departmental or course student lists is authorised by the Magnificent Rector or the relevant departmental director.

With regard to the modalities of use and operation of the lists, please refer to the appropriate space on the University website by the Institutional Communication Unit.

## Art. 8 - Processing of mailbox data in the event of the user's absence

This Article does not apply to students.

### Art. 8.1 - Planned or foreseeable long-term absence of the person concerned

In the event of planned or foreseeable absences of more than three working days, the user must arrange for an automatic message to be sent containing the contact details of another person or other useful means of contacting the facility.

### Art. 8.2 - Absence prolonged not scheduled e not foreseeable of the person concerned

In the event of unplanned and unforeseeable prolonged absences of more than three working days, the Head of the apical structure to which the employee belongs, who, in order to safeguard the smooth and efficient performance of the institutional activity, needs to access the messages stored in the employee's e-mail inbox, may ask the user to

- personally read the messages, communicating their content relevant to the work activity, and subsequently activate the functionality of automatically sending messages containing the contact details of another person or other useful means of contacting the structure where the absent worker works;
- delegate another worker (trustee) to check the content of e-mail messages and forward those considered relevant to the

performance of the work activity. You must be informed of this activity when you return to work.

If, after a further period of 2 working days has elapsed, the user does not respond to the requests set out in the preceding points of this article, the Head of the Apex Structure may ask the Magnificent Rector (or a person delegated by him) to arrange for the retrieval of the necessary data. A record of this activity shall be drawn up and the user concerned shall be informed at the earliest opportunity.

### Art. 8.3 - Termination of employment or collaboration with the

**University** Prior to the termination of any type of relationship with University, the user is obliged forward to the Head of the apical structure to which he/she belongs any e-mail messages relevant to the continuation of the institutional activity.

## Art. 9 - Processing of mailbox data in the event of the user's death

The following requests for access to the mailbox data of a deceased person can be configured:

- exclusively for institutional purposes and for serious and justified reasons. The Head of the top management structure shall ask the Magnificent Rector for authorisation to access the mailboxes of the deceased or untraceable persons. If the request is granted, the Head of the apical structure of reference, having notified the heirs, if any, shall access the e-mail box, drawing up a special report which shall be forwarded to the competent University offices;
- at the request of the heirs, duly documented and submitted within twelve months of the death. The Rector shall assess whether the request is granted in part or in full and indicate how to access the mailbox.

## Art.10 - Final and Transitory Rules

These Rules enter into force in accordance with Article 39 of the Statute. For anything not explicitly provided for in these Rules and Regulations, reference is made to the relevant national and international legislation in force.