

## COLLECTION OF DECISIONS AND ORDINANCES OF THE UNIVERSITY OF SOUTH BOHEMIA IN ČESKÉ BUDĚJOVICE

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### **Rector's ordinance setting the rules for the operation of electronic mail at the University of South Bohemia in České Budějovice**

#### **Article 1 Introductory provisions**

1. The electronic mail system at the University of South Bohemia in České Budějovice (hereinafter referred to as 'USB') is intended for the performance of work and study duties of USB students and employees and for the communication of USB electronic mail users with other electronic mail users. The USB e-mail system is not intended for the handling of users' private matters.
2. All USB staff and students use only University email addresses for communication by email concerning the matters referred to in section 1.<sup>1</sup>
3. The USB Centre of Information Technology (hereinafter referred to as 'CIT') is the operator of the electronic mail.
4. USB uses the USB second-order domain (@jcu.cz) as the main USB Internet domain for electronic mail and third-order Internet domains corresponding to faculty (@USB faculty domain)<sup>2</sup> or the USB Academic Library (@lib.jcu.cz). Alternatively, other domains owned by USB and managed by CIT USB.
5. The capacity of e-mail inboxes<sup>3</sup> is limited, the limitation is due to the technical capabilities of individual e-mail servers.<sup>4</sup> If the capacity is exceeded, the receipt of electronic mail may be automatically rejected. The user is required to prevent the capacity of the email mailbox from being exceeded.
6. The size of transmitted e-mail messages is limited. The specific limit is determined by the technical capabilities of individual e-mail servers.
7. In order to protect property and ensure the security of computer technology and user data, electronic mail is automatically checked for viruses and spam. At the same time, the URL links contained in the e-mail are checked and clicks on these links may be blocked and recorded. Suspicious files and messages stored in quarantine can only be used to improve the anti-virus and anti-spam scanning.
8. Email service providers and their administrators are authorised to remove malicious emails from email inboxes that are fraudulent, contain spoofed links or malware. Suspicious emails are automatically placed in Junk or quarantined. Each user is notified once a day when

messages are quarantined or has the option to check the contents of the quarantine at any time. It is possible to get a preview of the quarantined email and request its release if necessary.

9. E-mail traffic is monitored and recorded by the operator for the purpose of:
  - a. optimising the operation of the e-mail system;
  - b. preventing unauthorised access to and misuse of the computer network and computing resources;
  - c. dealing with incidents threatening USB property and interests;
  - d. tracking the delivery of documents sent in the context of administrative proceedings in matters of studies pursuant to Act No 111/1998, on Higher Education Institutions, and the USB Statutes;
  - e. monitoring the delivery of documents sent in employment law matters;
  - f. compliance with the legal obligation pursuant to Act No 127/2005, on electronic communications, as amended, and Decree No 357/2012, on the storage, transmission and disposal of traffic and location data.
10. For monitoring purposes, the operator records only the so-called headers of e-mail messages, which contain the e-mail address of the sender, the e-mail address of the recipient, the subject of the message and technical information containing the time of sending and delivery to the destination address, or information about forwarding to another mail server.
11. Where technically possible, email messages that are not sent from registered USB domains and subdomains are marked as 'External' and 'outside the organisation'.

## **Article 2**

### **Personal e-mail addresses and personal e-mail inboxes**

1. The USB e-mail user is always assigned a personal e-mail address in the format name@jcu.cz, or other e-mail addresses in the format name@faculty.jcu.cz or name@lib.jcu.cz.
2. Electronic mail within USB is delivered to the Microsoft 365 cloud.
3. After creating a personal e-mail box,<sup>5</sup> only the user to whom the e-mail box has been assigned has access to it and becomes its owner, while access to the box is protected by a username, password and secondary MFA authentication.
4. It is possible to set an alias (nickname) to an employee's personal e-mail address, so each e-mail box can contain other addresses used for receiving mail in addition to the main e-mail address. This setting must not be detrimental to other users and must not be contrary to good manners.
5. The owner of the e-mail box may grant access to his personal e-mail box to other USB users only by granting access permissions by delegation; the user does so at his/her own risk and is liable for any damages. The owner may withdraw the granted access at any time. Individual users may not be forced to grant access to their personal mailboxes.

6. USB can only set delegation (access) to a personal e-mail box to another user on the basis of the written consent of the owner of that e-mail box. A template for the user's consent is attached to this ordinance. The only exceptions to this are official requests from law enforcement authorities.
7. Students and employees must not set up forwarding incoming mail to another email address in their personal email inbox to ensure reliable delivery of documents in administrative and employment matters and to prevent leaks of personal or sensitive data. Under IDM, users can activate notifications that send a summary of incoming emails to a private address once a day if any messages have been received that day.
8. An exception to the prohibition in the previous section is made for users who are only participating in the USB Lifelong Learning administered in the USB e-shop, for whom forwarding to a private address is allowed and activated automatically.
9. E-mail forwarding is possible for USB users and employees of the Biology Centre of the Czech Academy of Sciences only to domains owned and managed by the Biology Centre CAS, v. v. i. The specific allowed domains for forwarding are listed in the document Agreement on Enabling Email Forwarding between the University of South Bohemia in České Budějovice and the Biology Centre of the Czech Academy of Sciences.
10. If the user sets up rules in his/her e-mail client<sup>6</sup> for handling certain received e-mails, these rules must comply with the provisions of sections 5 to 7.
11. If a user uses a mail client that stores copies of emails on a local disk to work with a personal, official<sup>7</sup> or shared<sup>8</sup> email account, the device (computer, tablet, mobile phone, etc.) on which the client is installed must be adequately secured according to USB security guidelines. Security of USB-owned devices is the responsibility of the CIT or the appropriate faculty IT office; security of private devices is the responsibility of the user. If the user is unable to secure the private device, the user must not store potentially exploitable data from personal, business, or shared email on the device.
12. The downloading of e-mails by external mailboxes and services is prohibited.
13. Users are required to use MAPI or IMAP with OAUTH support to access the e-mail box. POP3 is not allowed.
14. The personal email account remains functional for 180 days after the termination of the employment relationship ('ER') with USB, but the user no longer has access to it. In the event of a termination of studies at USB, the student remains in a so-called grace period for 180 days and has full access to their personal email mailbox. After the grace period expires, access is lost, and the mailbox remains functional for an additional 180 days.

15. The student's personal e-mail account remains functional during the period of an interruption of studies, and access to the mailbox remains permitted throughout the period of the interruption of studies.
16. Once the e-mail box is made inaccessible, the e-mail operator will only provide forwarding to the private e-mail address set up in the IDM system by the user. The user is responsible for providing the correct private address. The consent to forwarding messages can be revoked at any time by the owner of the mailbox in the IDM system.<sup>9</sup>
17. In justified cases, when the ER ends, the supervisor of the employee may request the e-mail provider to set up an automatic notification to the personal e-mail box of the employee whose ER has ended, which will contain a link to the e-mail address of another USB employee in charge of the relevant work remit. It is the responsibility of the requesting party to formulate this notification.
18. In times of absence, employees are advised to set up an automatic absence notification. The notification should include the address of another user within the USB for urgent work or study matters. If the alert is not set by the employee during his/her absence, the employee's supervisor may ask the email provider to set up the notification. It is the responsibility of the requestor to formulate this alert.
19. USB employees can add an HTML/TXT signature to their emails that should match the USB logo manual. They are no longer allowed to use this signature after the employment relationship ends.
20. A message in the employee's personal e-mail box or sent to the employee's personal e-mail address may be read by the employer if the following conditions are met:
  - a. the legitimate interest of the USB outweighs the infringement on the employee's fundamental rights and freedoms;
  - b. it is clear from the message header (sender, subject) that this is a work e-mail;
  - c. the employee has been absent for a long period of time and any delay would cause damage to the USB's rights.
21. Senior staff referred to in Articles IV and V of Rector's Ordinance No R 378 laying down the rules for the protection and processing of personal data, within the scope of their powers, after prior consultation with the Data Protection Officer decide on the specific request for access to the content of the work message. Access to the content of the work e-mail is provided by the e-mail operator, which records accesses to the content of the work message.

### **Article 3**

#### **Official and shared e-mail inboxes**

1. Official and shared e-mail inboxes are not associated with specific individuals but are used to support USB activities. These email inboxes and their corresponding e-mail addresses usually

reflect the name of the service, the name of the function, the designation of the activity, the name of the project being addressed, etc.

2. Multiple employees may have access to official and shared inboxes.
3. The establishment of official and shared e-mail inboxes, the rerouting of the corresponding e-mail addresses, the determination of their aliases or the modification of access to them is provided by the e-mail operator.

#### **Article 4**

##### **Bulk mail and commercial communications**

1. Bulk mailing means sending the same or similar emails to a large number of recipients.
2. Except in the specific situation where the purpose of the bulk email is to start a discussion between recipients, the recipient of the bulk email should not see the other recipients (the bulk email is sent as a hidden copy).
3. The commercial communication must comply with the requirements of Act No 480/2004, on certain information society services, among other things, it must allow unsubscribing from further messages.
4. An e-mail message to USB employees or students sent from University or faculty e-mail addresses is not considered a commercial communication if it is directly related to the performance of the recipients' work or study duties. Unclear cases should be discussed with the Data Protection Officer before sending the message.
5. To send bulk emails, it is advisable to use distribution groups,<sup>10</sup> which are defined at the University or faculty level and regularly updated based on the basis of the current ER, studies, etc.
6. New distribution groups are set up by the e-mail operator based on user requests and needs. When a team or group is created in Office 365, a distribution group is automatically created and can be used to communicate with team or group members.
7. The number of emails sent per day is limited, if the limit is exceeded, the mailbox can be automatically blocked from further sending for 24 hours.

#### **Article 5**

##### **Sending mail from applications and servers**

1. Server and application administrators can ask the e-mail provider to allow mail to be sent from the server or application.

2. Mail from servers and applications must be routed through e-mail servers designated by the operator.
3. If recipients of emails sent from the server or application are to reply to messages, the sender or reply address must be set to an existing University email address (personal, shared, or business).
4. All mail sent from USB-owned domains must be sent from authorised servers and bear a DKIM digital signature, which is listed in the DNS record of the respective domain. The DNS record must also contain an SPF record defining the specific computers authorised to send e-mail on behalf of the specific domain and its subdomains DMARC record with the parameter 'policy' with the value quarantine or reject and 'percentage' with the value 100%.

### **Article 6 Final provisions**

1. This decision shall take effect on 6 December 2024.
2. This ordinance repeals the Ordinance R 436.

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Rector

Prepared by: USB Centre of Information Technology

Distribution list: USB management, Deans and Directors of all constituent parts of USB

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1 Address in the format [name@jcu.cz](mailto:name@jcu.cz) (USB domain, e.g., [novakm99@jcu.cz](mailto:novakm99@jcu.cz) or [rektor@jcu.cz](mailto:rektor@jcu.cz)), in the format [name@USBfacultydomain](mailto:name@USBfacultydomain) (e.g. [novakm99@tf.jcu.cz](mailto:novakm99@tf.jcu.cz) or [dean@tf.jcu.cz](mailto:dean@tf.jcu.cz)), or in the format [name@lib.jcu.cz](mailto:name@lib.jcu.cz).

2 USB faculty domains: [ef.jcu.cz](mailto:ef.jcu.cz), [ff.jcu.cz](mailto:ff.jcu.cz), [frov.jcu.cz](mailto:frov.jcu.cz), [pf.jcu.cz](mailto:pf.jcu.cz), [prf.jcu.cz](mailto:prf.jcu.cz), [tf.jcu.cz](mailto:tf.jcu.cz), [fzt.jcu.cz](mailto:fzt.jcu.cz), [zsf.jcu.cz](mailto:zsf.jcu.cz).

3 Email inbox: a repository providing space for e-mail messages; an e-mail inbox is designated by an e-mail address.

4 Electronic mail server: a server that hosts an e-mail box; an electronic mail server has a hardware and a software part (a program that transports electronic mail).

5 Personal e-mail account: a repository providing space for email messages addressed to an email address that is derived from the personal name of the person to whom it is assigned, e.g. [novakm99@jcu.cz](mailto:novakm99@jcu.cz).

6 E-mail client: a program that is used to operate an e-mail box, it can be an application installed on a specific device that is connected to the network, or it can be a website that allows you to control the e-mail box.

7 Official e-mail inbox: a repository providing space for email messages addressed to an email address whose name is derived from the function with which it is associated (e.g. [rektor@jcu.cz](mailto:rektor@jcu.cz)).

8 Shared e-mail inboxes: a repository providing space for email messages addressed to an email address that serves a group of people to provide a specific service or activity (e.g. [international@jcu.cz](mailto:international@jcu.cz)).

9 IDM: USB Identity Management System (stores the identities of employees, students, lifelong learners and alumni registered in the USB Alumni Club).

10 A group of e-mail addresses combined under one address used for bulk messaging (e.g. [vedeni@jcu.cz](mailto:vedeni@jcu.cz)).