

Procedure for monitoring staff email for Customer Service purposes

These guidelines have been devised for the routine monitoring of staff emails for customer service and training purposes only, using the 'Direct Reporting' tool provided by the company.

The system allows managers to request an email or multiple emails to be forwarded to the managers Inbox. The system will only allow access to an employee's Inbox and Sent Items folder. Any emails requested will be flagged in the user's mailbox identifying that the manager has requested a copy.

- Monitoring of staff emails by line managers can be achieved by logging a request with Group IT to create a "Manager's Access Group" using form MAR03.
- Individuals must be notified in advance that their emails are going to be monitored and the purpose for that monitoring i.e. "I will be monitoring your Inbox/Sent items next month as part of a customer service exercise, maintaining standards of communication with customers and for training/quality control purposes." Managers must re-issue the "Think before you Click" leaflet (available from the Group Data Protection Manager/HR) to the relevant staff as a reminder.
However, employees should be warned that if, as a result of the monitoring, a breach of company policy is discovered, then further monitoring may take place as part of any potential disciplinary procedures.
- If a breach of the Group IT Acceptable Use Policy is identified during the monitoring, then the manager must inform the Divisional HR Director immediately, for further investigation to take place.
- All email users must be reminded that any personal emails must be marked as 'PERSONAL' in the subject line.
- Managers must not request emails marked PERSONAL or any folders marked as PERSONAL.
- If a manager opens an email marked PERSONAL in error then the employee should be advised accordingly.
- Managers must only select emails to be forwarded to their inbox for customer care/quality control purposes. When monitoring, managers must remember their obligations under the Data Protection Act and Human Rights Act as employees have rights to privacy under this legislation even when using company equipment.
- Managers must not forward any monitored emails to other members of staff other than HR.
- Any monitoring for potential disciplinary purposes must be requested via a Management Access Request (MAR01) which has been approved and signed by a director and the Divisional HR Director.
- It is the responsibility of the line manager to ensure their 'Manager's Access Group' is kept up to date.

Manager's Guidelines to Delegated Access

What is Delegated Access?

Delegated access is a method by which a manager or nominated senior member of staff can access another employee's email inbox when a business critical email has been sent to the employee and the employee is unable to access it, for example, due to sickness or holiday. This form of access has been developed in the interests of business continuity and should not be used to monitor employees or to obtain evidence for employee disciplinary purposes.

How does it work?

The access is through the manager's username and password. Under no circumstances should the employee be asked to disclose their password to their manager or colleagues. This would be in breach of the Data Protection Act and the IT Acceptable Use Policy.

DO	DO NOT
Only open business related emails that you need to for the purpose in mind	Open any emails marked PERSONAL in the subject line
Let the employee know if you open one of their PERSONAL emails in error	Open any folders marked PERSONAL
	Use delegated access as an opportunity to monitor your staff
	Ask employees to tell you their passwords

What happens if I see something which I think is a breach of policy and needs further investigation?

All investigations must be conducted within strict guidelines to ensure compliance with the Data Protection Act and the Human Rights Act. Any suspected breaches of Johnston Press policy or disciplinary issues must be notified to your Divisional HR Director. They will risk assess the situation and arrange for further investigation which may include more detailed monitoring of emails or Internet usage to be conducted in line with Johnston Press disciplinary procedure. You will not be given open access to monitor an employee's email account.

Any manager who is found to be abusing their delegated access rights to their employee's inbox will be considered as being in breach of the IT Acceptable Use Policy and may be subject to a disciplinary investigation.

IT Acceptable Use Policy: <http://jp/?id=307#TOP>

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What is a Cookie?

Cookies are small data files which are sent to your browser (Internet Explorer, Firefox, Chrome etc) from a website you visit. They are stored on your electronic device.

What is a Flash Cookie?

This is a type of cookie which is collected by Adobe Flash media player (it is also called a Local Shared Object) – a piece of software you may already have on your electronic device to help you watch online videos and listen to podcasts.

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