



**Town of Dover  
Email Policy**

**1. Introduction:**

- 1.1. The Town of Dover (the "Town") provides staff with the ability to send and receive messages and information through electronic mail (email). The purpose of this technology is to allow the Town to serve the public more effectively. Therefore, it is the Town's policy that the use of this technology is subject to the same management oversight as any other employee activity. Town email should be used only for appropriate business purposes.

**2. Purpose:**

- 2.1. The purpose of this policy is to convey the Town's standards for the use of email.

**3. General:**

- 3.1. Email is an effective way to communicate with Town employees and perform required duties. Email is to be used for Town business only. Email and any related on-line activities on Town-owned equipment are considered the property of the Town and offer the employee no expectation of privacy.
- 3.2. The use of the Town's email system constitutes employee consent to monitoring of systems and is conditioned upon strict adherence to this policy. Any employee who violates this policy or uses the Town's email system for improper purposes shall be subject to discipline, up to and including termination.

**4. Content:**

- 4.1. Email should never be used for any illegal activity, including but not limited to, the transmission of copyrighted or trade secret material, the transmission of obscene, defamatory, or threatening material, or the propagation of any type of criminal activity. Electronic mail should also never be used to create offensive or disruptive messages or images. Among those things which are considered offensive are any messages or images that contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability.

**5. Public Record:**

5.1. Email messages to and from Town employees are generally considered public record and therefore may be subject to public disclosure upon request. Users are considered the custodians of their messages and should maintain messages according to retention schedules put forth by the Supervisor of Public Records and the Public Records Act.

**6. Confidentiality:**

- 6.1. Employees should never assume that email messages or Internet postings are personal or confidential. Employees are not authorized to retrieve or read messages that are not sent to them. Employees should never authorize others, inside or outside the organization, to use their email accounts.
- 6.2. Notwithstanding the Town's right to retrieve and read any email messages, such messages should be treated as confidential by other employees and should be accessed only by the intended recipient. Employees are not authorized to retrieve or read any messages that are not sent to them unless express permission is given by the intended recipient. With the 2 exceptions of the provisions contained in sub-section 6.3 below, employees should not use a password, access a file, or retrieve any stored information unless authorized to do so.
- 6.3. Upon the request of the Department Head, and subject to the approval of the Town Administrator, the monitoring of telecommunications systems usage may be authorized. Reasons for monitoring include, but are not limited to, review of employee productivity, investigations into claims of possible unlawful activity, and investigations into violations of this policy.

**7. Unsolicited Email:**

- 7.1. Unsolicited emails received from an unknown sender and appear suspicious should not be opened. The user should delete the message immediately. Never open an attachment if you do not know the source. Opening unknown attachments could initiate a virus.

**8. Assignment of Town Email:**

- 8.1. Employees.  
Town of Dover Email accounts will be given to every employee. The employee's first initial and last name followed by the domain (i.e., jdoe@doverma.gov) will be the employees' corresponding email address unless this address is already in use then the naming convention will use the full first name a period and the full last name (i.e., john.doe@doverma.gov)

**8.2. Boards and Committees.**

Only elected and regulatory board and committee members will be issued an email address.

- 8.2.1. Elected boards and committees include the following:

- 8.2.1.1. Board of Selectmen

- 8.2.1.2. Planning Board
- 8.2.1.3. Conservation Committee
- 8.2.1.4. Zoning Board of Appeals
- 8.2.1.5. Board of Health
- 8.2.1.6. Cemetery Commission
- 8.2.1.7. Parks and Recreation Commission
- 8.2.1.8. Board of Assessors
- 8.2.1.9. Board of Library Trustees

**8.3. Prior Authorized Accounts.**

Board and committee members who do not serve on an elected / regulatory board or committees but were issued an official Town of Dover email account will be allowed to keep the email accounts, but only while they are serving on the board and committee. Once the member leaves that position, the email account will be deactivated and archived. Prior authorized accounts that haven't been accessed in over 180 days will be subject to deactivation and archival. Every attempt will be taken to notify the account holder prior to deactivation.

**9. Policy Changes:**

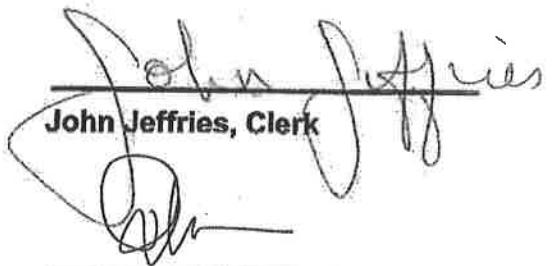
- 9.1. The Board of Selectmen reserves the right to change, modify or amend all or part of this policy at any given time.

**VOTED EFFECTIVE AS OF: 02/11/21**

**TOWN OF DOVER, MASSACHUSETTS,  
By its Board of Selectmen,**



Robert Springett, Chair



John Jeffries, Clerk

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**Robyn Hunter, Member**