

EMAIL AND COMMUNICATION POLICY

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EMAIL AND COMMUNICATION POLICY

1. Purpose

This policy outlines the appropriate use of email and communication tools at [Company Name]. It aims to ensure professional, secure, and efficient communication while protecting company data and maintaining legal and ethical standards.

2. Scope

This policy applies to all employees, contractors, and third-party users who have access to [Company Name]'s communication systems, including but not limited to:

- ✓ Company email accounts
- ✓ Video conferencing tools (e.g., Zoom, Google Meet)
- ✓ Internal forums and collaboration tools

3. Acceptable Use

- ✓ Use company-provided email and tools for **business-related communication** only.
- ✓ All messages should be **professional, respectful, and relevant** to the job role.
- ✓ Avoid **jokes, sarcasm, or informal language** that could be misinterpreted.
- ✓ Personal use is allowed **only on a limited basis** and must not interfere with work duties or violate this policy.

4. Confidentiality & Data Protection

- ✓ Do not send **confidential or sensitive information** (e.g., client data, passwords, financials) unless the communication is **encrypted or secure**.
- ✓ Avoid using personal email accounts for work communication.
- ✓ Report any suspicious or unauthorized communication immediately to the IT/security team.

5. Security Guidelines

- ✓ Do not click on links or open attachments from unknown or suspicious sources.
- ✓ Use **strong passwords** and enable **multi-factor authentication (MFA)** where applicable.
- ✓ Company email accounts are **monitored and archived** for compliance and legal purposes.

6. Prohibited Use

No use of email or messaging platforms for:



- ✓ Harassment, bullying, or discrimination
- ✓ Political or religious campaigning
- ✓ Sending chain letters or spam
- ✓ Sharing pirated or illegal content
- ✓ Bypassing security controls

7. Communication Etiquette

- ✓ Respond to internal emails within **24 hours**, or sooner if urgent.
- ✓ Use **clear subject lines** and maintain **professional tone**.
- ✓ Avoid excessive use of "Reply All" and unnecessary attachments.

8. Monitoring and Compliance

- ✓ All communication systems are company property and may be **monitored** in accordance with local laws.
- ✓ Violations of this policy may result in **disciplinary action**, up to and including termination.

9. Policy Review

This policy will be reviewed annually and updated as needed to align with evolving technologies and compliance requirements.

SIGNED BY ITEC LTD

Name: TWAGIRAMUNGU Serge

Title: Managing Director

Effective Date: April 30,2025

Review Date: April 30,2025