

**ELECTRONIC MAIL USAGE POLICY**  
**Indianapolis Bar Association**

Indianapolis Bar Association strives to create an environment that encourages open, honest, and candid communications. Individuals should be aware that electronic mail (e-mail) communications occur over Indianapolis Bar Association internal networks, as well as external networks such as the Internet. Individuals must be accurate and forthright in communications with customers, regulators and each other. Our communications must be in accordance with professional standards and guidelines where applicable, and with our privacy and confidentiality obligations.

All messages sent over the Indianapolis Bar Association e-mail systems or any of Indianapolis Bar Association's communication systems are the property of Indianapolis Bar Association. To properly maintain and manage the property, management reserves the right to examine all data stored in or transmitted through these systems. Since Indianapolis Bar Association's computer and communication systems are intended for business purposes only, workers should have no expectation of privacy associated with the information they store in or send through these systems. Any personal use must not interfere with normal business activities, must not involve solicitation, must not be associated with any for-profit activities outside business activity and must not potentially embarrass Indianapolis Bar Association.

Indianapolis Bar Association cannot guarantee that e-mail communication will be private. Employees should be aware that electronic communications could, depending on the technology, be forwarded, intercepted, printed, and stored by others.

#### Individual Responsibility

Ethical conduct is an individual responsibility. The measure of our success is how we conduct ourselves each day. Each individual is responsible for all activity associated with his or her user ID and password. Each individual should re-familiarize him- or herself with existing Indianapolis Bar Association corporate policies on information security and confidential information.

Here are some key points to remember:

- Compliance with the "Electronic Mail Policy" is mandatory. All communications accessible via the network are the private property of Indianapolis Bar Association. Questions regarding the policy should be directed to area management.
- Sharing user IDs and passwords is prohibited.
- Uploading, or creating and intentionally propagating, a computer virus is prohibited.
- All e-mail attachments must be manually scanned for viruses.
- Users must promptly report all policy violations, information security alerts, warnings, suspected vulnerabilities, and the like to the network administrator.
- Care should be given to business related e-mails that must be distributed to large audiences (300 people or more) and management should be made aware when these types of mailings are being sent. Best times for mailing to large audiences is before 7:30am and after 5:00pm
- Personal, confidential and sensitive information on individuals collected by Indianapolis Bar Association will not be disclosed to third parties without the authorization of the individual who is the subject of the inquiry unless Indianapolis Bar Association is legally required to do so.
- Sending personal e-mail to family or friends is permitted, but will be monitored by managers to ensure there are no productivity issues. If this usage becomes an issue, the individual will be subject to Indianapolis Bar Association's disciplinary policy.
- Initiating or participating in chain letters is prohibited. This includes the mass sending and forwarding of personal e-mail to groups of employees.
- Sending e-mails containing inappropriate language and/or content is expressly prohibited (e.g. content of a sexual nature, joke files, mp3 files, video clips, etc.)

- E-mail storage management - Users must periodically purge messages from their personal e-mail files no longer needed for business purposes.
- Management should maintain documentation on all instances of company owned resources being used for business and/or non-business activities external to Indianapolis Bar Association

### Legal Compliance

Indianapolis Bar Association expects that when you are acting on its behalf, you do so within the laws and regulations of the country (or political subdivision, such as a state or province) in which you are doing business. These laws include not only state insurance laws (such as those which apply to our dealings with customers - "market conduct"), as well as other laws that apply to the operation of the company, including privacy, antitrust, employment, computer crime, copyright, patent and trademark laws.

You must understand that violating the law can cause you or Indianapolis Bar Association to incur serious fines and damage to reputation. In certain circumstances, the company could lose its license to do business and you could face personal criminal liability.

- Transmission of personal, confidential information about customers (e.g. financial and health information, social security number, age, account information, salary information, etc.) is prohibited unless:
  - a secure network has been established and approval has been obtained from Systems Application Management and Data Security; or
  - another secure method has been established
    - password protected attachment (see example below)
    - transmission via facsimile; or
  - a customer authorization has been received (as noted below)
- Transmission of Indianapolis Bar Association's trade secrets, non-public information (i.e., financial information) and other proprietary or confidential information is prohibited.
- In general, business contracts should not be executed via e-mail. Area management should address specific exceptions. The Law Department should be consulted when appropriate.

With the expansion of the Internet and increased use of personal computers, electronic mail (e-mail) has become a widely used communications tool. However, e-mail users should be aware that the privacy of e-mail cannot be guaranteed. There is the potential for e-mail to be forwarded, intercepted, printed, and stored by others without your authorization.

Indianapolis Bar Association has implemented steps to increase the security of e-mail generated and transmitted solely within Indianapolis Bar Association's internal network. However, given the current state of technology, e-mail transmitted via external networks (e.g., the Internet) is far less secure. For this reason, e-mail users must be aware whether their e-mail communications occur solely within Indianapolis Bar Association's internal network, or whether the message is transmitted via external networks (e.g., the Internet).

In light of the expanded usage of e-mail, industry practices, and potential security solutions, there may be the occasion when the use of e-mail is required for the transmission of confidential and/or customer personal information to and from Indianapolis Bar Association, affiliates, and/or customers via external networks. As a representative of Indianapolis Bar Association, you must exercise sound judgement with respect to evaluating whether the use of e-mail is an appropriate communications tool in light of the nature of the information to be communicated. While all confidential/non-public information should be treated with great care, when faced with using e-mail as a communication method, you should consider the frequency, volume (information on one customer versus a mass list), and nature of the transmission, in light of available security measures. It may be more suitable to send mass lists containing confidential/non-public information via fax versus e-mail.

If an electronic message containing confidential/non-public information must be transmitted via an external network(s), the following tag line should be appended to the e-mail messages (e.g., new memos, replies, and replies with history).

"This e-mail message is intended only for the use of the individual or entity to which the transmission is addressed and any interception may be a violation of federal law. If you are not the intended recipient, any dissemination, distribution, or copying of this e-mail is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of this document."

Likewise, outside parties representing Indianapolis Bar Association sending Indianapolis Bar Association e-mail messages containing confidential/personal information should be encouraged to append the above tag line to all e-mail messages. If you or your department receives an e-mail message containing personal information from an outside party that does not contain this tag line, please reply to the sender, suggesting that the tag line be included.

In addition, to help secure e-mail containing confidential/personal information transmitted via an external network(s), where possible the confidential information should be included as a password protected file attached to the e-mail rather than in the text of the e-mail message. For example:

To password protect a Microsoft Word file: Open the document. On the **File** menu, click **Save As**. On the **Tools** menu in the **Save As** dialog box, click **General Options**. In the **Password to open** and the **Password to modify** boxes, type a password, and then click **OK**. In the **Reenter password to open** box, type the password again, and then click **OK**. Click **Save**. It is important that you utilize a mutually agreed-upon password that is communicated to you via phone by Indianapolis Bar Association.

For customers who wish to communicate via e-mail, Indianapolis Bar Association representatives and affiliates will respond to the customer notifying the customer of the risks of such communication via e-mail and request authorization to proceed with e-mail communication (see sample response below).

With the expansion of the Internet and increased use of personal computers, electronic mail (e-mail) has become a widely used communications tool. However, you should be aware that the privacy of e-mail is not guaranteed. E-mail may be forwarded, intercepted, printed, and stored by others. We would be happy to respond to your inquiry using a more secure means of communication (e.g., fax or letter). If you prefer to receive a response via e-mail, please respond to this e-mail indicating:

"I understand that all future e-mail responses to my inquiries may contain confidential/non-public information. I also understand that the privacy of e-mail is not guaranteed. However I wish to receive future responses to my inquiries via e-mail." --/signed/ - Official client representative

The response granting the use of e-mail for confidential responses must be printed off and a hard copy retained with the file. If there is no file associated with the consent, each department shall create a folder where consents with no corresponding file are retained.

### Treatment of People

Indianapolis Bar Association expects that you will treat other people with respect. Harassment or intimidation because of a person's gender, sexual orientation, race, religion, national origin, age, disability or other protected status is inconsistent with Indianapolis Bar Association's commitment to diversity in our workforce.

- Harassment at any level will not be tolerated.
- Participation in mailing lists and newsgroups that discriminate against sexual orientation, race, age, disability or other protected status is prohibited.

- Users are responsible for the appropriateness and content of the material they transmit on the system.

### Conflict of Interest

All employees must avoid situations that might create or appear to create a conflict of interest with the company. A conflict of interest is any situation in which an individual employee or an employee's family member could appear to interfere with the ability to make objective decisions on behalf of the company.

Participation in legitimate business mail lists, newsgroups or other interactive forums needs to reflect the views and values of the company and not those of the user.

### Monitoring

Indianapolis Bar Association reserves the right to monitor all e-mail activity for the purpose of maximizing network utilization, determining its effectiveness in terms of employee productivity and ethical conduct, initiating an investigation when necessary and ensuring compliance with this policy. As a condition of being granted access to Indianapolis Bar Association's e-mail systems, all users expressly consent to the monitoring and recording of their activities. If the monitoring reveals possible criminal activity, Indianapolis Bar Association may provide the evidence obtained from the monitoring to law enforcement officials. Indianapolis Bar Association reserves the right to delete any e-mail where content is considered inappropriate or of a non-business nature. Any violations of this policy may be reported to your management and Human Resources.

### Compliance

Non-compliance with any part of this policy may subject the user to disciplinary actions, which may include: revocation of access privileges; administrative action, to include termination; and law or civil liabilities.

Data Security, in conjunction with the Management Staff, has authority regarding the determination of whether an activity is compliant with the policies.

### Other References

Users should be aware that other policies may exist within Indianapolis Bar Association which provide guidelines, standards and acceptable practices in regards to communications with employees, agents, customers and other business partners.

Examples may include, but are not limited to:

- Indianapolis Bar Association Company Guidelines
- Indianapolis Bar Association Ethics Policy
- Indianapolis Bar Association Privacy Policy

This e-mail policy does not supercede such policies, but must be adhered to in addition to other established policies. Management should address specific exceptions.