



# TOWN OF GREENWICH

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## **E-Mail Policy and External Auto-Forward Exception Request Form**

**Created: August 25, 2017 Updated: August 26, 2019**

**Instructions:** Please read the policies below. Account owner must write their name, then sign and date the Acknowledgement of Auto-Forward Policy. Department head must sign and date the Request to Auto-Forward.

### **Town E-Mail Retention Policy:**

It is Greenwich Town policy that whenever Town business is conducted over e-mail, it must be recorded by the Town's e-mail system; and in order to be recorded, at least one valid Town e-mail address must appear in the **From**, **To**, or **CC** field in the header of each e-mail message. This ensures that messages are recorded permanently in the Town's e-mail archive and can be disclosed by the Town as part of any legal discovery or Freedom of Information Act request. The recommended, and most straightforward method to comply with this policy is to use a Town e-mail account for all Town e-mail correspondence.

### **Sensitive and Restricted E-Mail Disclosure Policy:**

All users of the Town e-mail system must exercise utmost caution when sending email from inside the Town's e-mail system to an outside network. When forwarding e-mail, each employee and public official has a responsibility to ensure that they do not inadvertently disclose to external e-mail systems any sensitive or restricted information that must remain confidential as required by law, policy, or contractual obligations. Sensitive information is typically redacted from open records disclosures, and records with restricted information are typically not open for public inspection. Examples of sensitive information include certain types of personnel records, attorney-client privileged communications, critical infrastructure information, and certain law enforcement/investigative records. Examples of restricted information include social security numbers, credit card data, and protected health information.

### **Town E-Mail Auto-Forward Policy:**

The IT department prohibits use of the **External\*** Auto-Forward feature where every e-mail sent to a Town e-mail account is automatically forwarded to a third-party non-Town account. External Auto-Forward is not typically necessary because the Town's e-mail system can be installed on most modern mobile devices and is accessible via a web browser. External Auto-Forward can be problematic because it can lead to inadvertent transmission of sensitive or restricted information to external networks, and it can foster conditions where subsequent replies or forwards of Town e-mail from personal e-mail accounts risk bypassing the Town's e-mail archiving system. Auto-Forward is also problematic because the Town cannot ensure nor verify that the forwarded message was received by an external e-mail system. Consequently, this feature is disabled by default, and can only be enabled through the signed request of a department head and the signed acknowledgement that the e-mail account owner will take additional steps to ensure all Town correspondence sent from their personal e-mail account comply with Town's e-mail policies related to retention, and sensitive and restricted disclosure.

*\*Please note that **Internal** Auto-Forward from one Town e-mail account to another is permissible without a signed request, and the Help Desk is ready to assist in the establishment of these internal forwards.*

