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SAPIENZA INSTITUTIONAL E-MAIL SERVICE - REGULATIONS

Art. 1 – General Principles

This document describes the regulations governing the use of the Sapienza e-mail service provided to employees, students and other applicable users.

The service is functional to didactic activities, research, administration and all other activities related to the university's institutional objectives. The service includes the creation of e-mail accounts and related services. Sapienza may also use third-party management systems (hereafter Provider) to provide said service.

The e-mail account and all related services made available by the Provider (such as calendar, contacts, online storage space, etc.) are assigned to the individual user and should therefore be considered strictly personal. However, they are also intended as institutional and non-private instruments owned by Sapienza that may be subject to verification procedures according to control procedures conducted in compliance with current regulations.

The use of the e-mail account is subject to full acceptance, without any reserves, by the user. Sapienza may agree with the Provider to provide additional services that the user will have the right to accept and use.

Art. 2 – E-mail Service Users

The e-mail account is provided to the following users:

1. Students enrolled in any course of study (Bachelor's Degree, Master's Degree, PhD Degrees, Specialisation Programmes). In this case, the e-mail address will be surname.studentnumber@studenti.uniroma1.it
2. university staff in active, fixed-term or permanent service for the duration of the employment period. In this case, the e-mail address will be name.surname@uniroma1.it, with exceptions in cases of homonymy. For the technical rules regarding the composition of the format, please refer to Annex A.
3. Assignees, contractors and collaborators. In this case, the e-mail address will be name.surname@uniroma1.it with exceptions for cases of homonymy.

For contracted or retired professors, requests to activate or maintain their e-mail account must follow an official procedure and be validated by the Department Director or Faculty Dean who conferred the teaching contract; for Emeritus Professors, the request for

activation or preservation of the e-mail account, requests to activate or maintain their e-mail account must follow an official procedure and be validated by the Head of the hosting structure.

Finally, Sapienza reserves the right to examine individual cases for assignment of webmail accounts for cases not falling within the categories previously described, considering the possibility of defining third level domains.

Art. 3 – Access and Check

Access to the e-mail account is usually given exclusively to the assignee, through credentials (username and password) associated with the e-mail account and managed directly by the assignee under his own responsibility.

As an institutional non-private tool, the e-mail account may be subject to verification by the university exclusively for the following cases:

1. In case of investigations by judicial authorities;
2. In case of suspected illegal activities;
3. In case of sudden and urgent work necessities.

In cases 1 and 2, the System Administrator will submit a motivated request to the Data Controller to gain access to the e-mail account. In case 3, if the urgent work need is determined by the unavailability of the owner and the possible risk of legal, economic and security damage to Sapienza, the request must be received by the manager of the structure and is submitted to the Owner via the System Administrator.

Once access is authorized, a delegation mechanism will allow the System Administrator and any requesting manager to access the e-mail account with their credentials, in traced mode, for the time necessary to complete the necessary activities. The delegate can read, send or delete messages; these actions will be traceable to the delegate. The delegation mechanism guarantees that there will be no disclosure or change to the credentials of the e-mail account. Access by proxy is notified to the e-mail account user, unless there are justified confidentiality requirements authorized by the Data Controller.

The e-mail account provides the user with a special feature that allows automatic sending of response messages containing alternative contact methods in case of absence. For the e-mail accounts referred to in Art. 2, Points 2 and 3, in case of prolonged absence or in the cases referred to in Art. 4, the university, subject to authorization by the Data Controller, reserves the right to activate this function for the conduct of university activities.

Art. 4 – E-mail Account Availability

The personal e-mail account is granted to assignees as long as their user status is active, as defined in Art. 2, except for cases of suspension of the service as provided by Art. 6.

The following rules also apply to certain relationships between the user and the university:

1. Conclusion of the work or study activities: the e-mail account will be completely inhibited when sending mail. The user may, however, read and receive e-mail messages for 18 months after the end of the activities. After this deadline, the account will be deactivated.
2. In the case of Emeritus or retired professors who continue their research activity and/or teaching activities with contracts stipulated with the university, please refer to Article 2, Paragraph 1, Point 3 of this document.
3. Detachment/Expectation: the e-mail account will be inhibited when sending mail to recipients outside of the e-mail domain.
4. Suspension: individual cases will be assessed to determine which features of the e-mail account will be revoked.

Users will be allowed to save the contents of their webmail, even using services issued by the Provider.

Art. 5 – Impersonal E-mail Accounts

In addition to the provisions set by Art. 2, the e-mail account is also provided to academic positions, organizational structures and working groups (so-called impersonal e-mail accounts). In this case, the e-mail accounts will be in the name@uniroma1.it format.

The university promotes the use of impersonal e-mail accounts amongst user categories described in Art. 2, Points 2 and 3, for the purpose of improving the university organization and for a greater protection of the privacy of the single users.

Impersonal accounts are issued at the request of the position holder or manager/coordinator of the work unit. The applicant assumes the role of *pro-tempore* owner and is responsible for the e-mail account and its correct use, in accordance with the regulations described in this document, just as if it were a personal e-mail account.

The owner may grant e-mail account access to additional collaborators, exclusively through the delegation mechanism referred to in Art. 3. Each individual, qualified collaborator is responsible for use of the account in accordance with the regulations described in this document.

In case a new owner/manager in any given organizational position, at the request of the previous owner of the impersonal e-mail account, ownership can be transferred by the System Administrator to the successor, who then assumes the role of new owner *pro-tempore*.

Impersonal e-mail accounts are active until the *pro-tempore* owner demands its deactivation, without considering cases of suspension of the service provided for by Art. 6.

Art. 6 – Suspension of the Service

Sapienza can temporarily suspend the e-mail service for the following reasons:

1. Failure of the user to comply with these regulations;
2. Issues referred to in Art. 3 and 4;
3. Failure to use the e-mail account for longer than six months.

Art. 7 – University Responsibilities

Sapienza agrees to manage user identification data for the sole purpose of providing and managing the service. This data will be protected in compliance with the current legislation on the processing of personal data.

Without considering the cases described in Art. 6, Sapienza agrees to provide the service on an ongoing basis, with the support of the Provider, except for suspensions due to:

1. Ordinary and extraordinary maintenance;
2. Malfunctions and unforeseen/unpredictable events;
3. Interventions for security reasons.

Sapienza will implement all measures necessary and sufficient to minimize the risk of loss of information.

In any case, Sapienza is not responsible for the cancellation, damage, failure to send/receive or keep messages or other contents, due to faults and/or malfunctions of the management equipment and, in general, from the provision of the e-mail service itself or any additional services managed by the Provider.

Sapienza will not store any messages, arriving or departing for individual e-mail accounts, that exceed any of the specified space limits.

Art. 8 – User Responsibilities

E-mail account are an instrument dedicated to university communications and therefore users are expected to use it for such purposes. The user agrees not to use the services object of these regulations for illegal purposes, which do not comply with the regulations described in this document or which may cause damage to Sapienza or third parties.

The user assumes all penal and civil responsibility and the burden of any possible charges deriving from improper use of the service. In particular, the user cannot use e-mail to send messages that contain or refer to, even via links or attachments in any format (text, images, video, audio, executable code, etc.):

- Non-institutional, manifest or hidden advertising;
- Advertisement and/or requests for loans to other bodies or external structures;
- Private commercial communications;
- Pornographic or similar material, in particular in violation of Law N. 269 - 1998 "Rules against the sexual exploitation of minors under the age of 18" and related.
- Discriminatory or harmful material in relation to race, sex, religion, etc.;
- Material that violates privacy legislation;
- Content or material that violates the rights of third parties;
- Defamatory or offensive content;
- Any content that does not comply with the provisions of the university's Code of Ethics, Code of Conduct and current legislation.

The above list is intended as series of examples but is not exhaustive.

Furthermore, users cannot use the service in such a way as to jeopardize or interfere with the correct functioning of the e-mail system and with the use of the service by other users. In no case, can users use the webmail service to spread malicious code, such as viruses and the like, to computers.

Users may not attempt to access e-mail accounts for which he/she is not authorized, through piracy operations, password counterfeiting or other illicit or fraudulent means. In the event of a threat detection, the service will be suspended. User agree to actively work to safeguard the confidentiality of their passwords and to report any situation that may affect it.

Users agree to implement all the appropriate and necessary measures to avoid, or at least minimize, the dissemination of computer viruses and similar from their accounts.

Sapienza reserves the right to report any violation of these terms of use to the competent bodies for appropriate investigations and appropriate measures.

Art. 9 – Webmail Confidentiality

Sapienza pursues the confidentiality and integrity of messages during their transit and their permanence in the mail system.

In particular, the System Administrator cannot access the contents of e-mail accounts. Only insofar as permitted by the Provider, the university may use automatic tools (anti-spam, anti-virus, etc.) suitable for verifying, quarantining or deleting messages that could compromise

the proper functioning of the service. The university has the right to access and/or modify the content of e-mail accounts in the cases expressed in Art. 3 and 10.

Art. 10 – Distribution Lists

Without prejudice to the provisions set by Art. 8, the use of distribution lists (mailing lists), in autonomous or centralized mode, is envisaged and allowed only for institutional purposes.

Distribution lists that can be managed autonomously are exclusively assigned to Faculty Heads and Department Directors to send messages to the users referred to in Art. 2 Point 1 belonging to the courses of study provided within the framework of their structure. The assignees of these lists are responsible for their correct use in accordance with these regulations.

Centralized distribution lists are managed by the System Administrator. Each user can be automatically inserted in one or more centralized distribution lists (e.g. the list of all the teachers, the technical-administrative staff's, the university staff, etc.).

Messages destined for centralized lists must be authorized in advance by the Rector or delegate.

Art. 11 – System Administrator

The InfoSapienza ITC Area has the role of the System Administrator and monitors user regulation compliance.

Art. 12 – Final Disposition

Even if it's not expressly provided for in these regulations, refer to the security policies for the management of IT resources and for the management of users drawn up by the ITC InfoSapienza Centre.

In addition, the general rules of the Italian legal system, in particular those related to the protection of privacy, data protection and the use for illegal purposes of electronic tools, as well as the rules of use set by GARR for use of the computer network are all valid.

Annex A

Composing the E-mail Address Formats

Pursuant to Art. 2, the following technical rules govern the assignment of e-mail accounts referred to in points 2 and 3 of the aforementioned article, both in the standard format and in the case of homonymy.

Generally speaking, it is assumed as an irrevocable principle that, in case of homonymy in the definition of e-mail addresses, the e-mail account that will have to be required to be differentiated is the last request submitted, in temporal order, regardless of applicant qualifications and role.

In the absence of homonymy, the definition of the standard name.surname@uniroma1.it e-mail format address follows these rules:

- Compound surnames are connected without separators (e.g. Bianchi Maria Rossi -> maria.rossibianchi), but only the first two (from the third onwards, they are omitted);
- Multiple names are connected without separators (e.g. Maria Giovanna Rossi -> mariagiovanna.rossi), but only the first two (from the third onwards, they are omitted);
- Special characters not allowed by the e-mail format will be excluded;
- Characters with an accent will be replaced by corresponding unaccented characters.

In case of homonymy, the following rules apply (in this order):

1. [initial of name1].[initial of name2].surname (up to two surnames) – if the case of double name;
2. [initial of name].surname (up to two surnames) - in case of single name;
3. name.surname1 (up to two names) - in case of double surname;
4. name1.[initial of name2].surname1 - in case of double name and double surname;
5. [initial of name1].[initial of name2].surname1 - in case of double name and double surname;
6. [initial of name].surname1 – in case of single name and double surname;
7. name.surname2 (up to two names) – in case of single surname;
8. name1.[initial of name 2].surname2 - in case of double name and double surname;
9. [initial of name1].[initial of name2].surname2 - in case of double name and double surname;
10. [initial of name].surname2 - in case of single name and double surname
11. [two initial letters].surname (up to two surnames) – in case of single name;
12. name.surname[progressive]@uniroma1.it – in case of no correspondence with previous cases.

If none of the aforementioned rules were to generate a valid address, a manual definition will be made by the System Administrator. In this case, applicants will be able to agree on the most suitable choice for their account address.

The technical rules indicated in this Annex will be applied together with the entry into force of these regulations.

All pre-existing e-mail addresses will remain unchanged, in accordance with the current privacy legislation that prevents the re-use and reassignment of e-mail addresses over time.