

ELIAS MOTSOLEDI LOCAL MUNICIPALITY



REVIEWED EMAIL AND INTERNET USAGE POLICY

Original Council Approval	
Date of Council Approval	26/06/2025
Resolution Number	C24/25-86

HR M.D



Table of Contents

1. Purpose ..... 3

2. Objective ..... 3

3. Scope..... 3

4. Acceptable Use ..... 3

5. Prohibited Use..... 4

6. Security and Confidentiality ..... 5

7. Monitoring and Access..... 6

8. Legal and Regulatory Compliance ..... 6

9. Roles and Responsibilities ..... 6

10. Policy Review..... 7

11. Email Disclaimer ..... 7

MR. M.D



## **Purpose**

The purpose of this policy is to provide clear guidelines for the responsible, secure, and lawful use of email and internet services provided by ELIAS MOTSOLEDI LOCAL MUNICIPALITY (EMLM). These services are critical for effective communication and information access and must be used in a manner that supports the EMLM's operations, reputation, and compliance obligations (e.g., POPIA, Cybercrimes Act, MFMA).

### **1. Objective**

The objectives of this policy are to assure:

- i. The use of ELIAS MOTSOLEDI LOCAL MUNICIPALITY-provided electronic mail services is related to, or for the benefit of the ELIAS MOTSOLEDI LOCAL MUNICIPALITY.
- ii. The use of the internet and e-mail services contributes to the accomplishment of official duties.
- iii. Users understand that e-mail messages and documents are subject to the same laws, regulations, policies, and other requirements as information communicated in other written forms and formats.
- iv. Disruptions to ELIAS MOTSOLEDI LOCAL MUNICIPALITY activities from inappropriate use of Municipality-provided email services are avoided.
- v. Users are provided with guidelines describing their responsibilities regarding confidentiality, privacy, and acceptable use of Municipality-provided e-mail services as defined by this policy.
- vi. Potential risk to sensitive systems and or information is minimised to an acceptable level.

### **2. Scope**

This policy applies to:

- 2.1 This policy applies to all employees, contractors, interns, consultants, and any other users who access the EMLM's email and internet systems, whether on-site or remotely.
- 2.2 This policy refers to "Users" as all computer users at the ELIAS MOTSOLEDI LOCAL MUNICIPALITY, employees, contractors, interns, consultants, and any other users who access the EMLM's email and internet systems, whether on-site or remotely.

### **3. Acceptable Use**

- 3.1 As with any municipality-provided resource, the use of electronic mail services should be dedicated to legitimate municipality business and is governed by rules of conduct similar to those that apply to other information technology resources. The use of email services is a privilege that imposes certain responsibilities and obligations on users and is subject to government policies and laws.
- 3.2 Acceptable use must be legal, ethical, honest, and demonstrate restraint in the consumption of shared resources. It reflects respect for intellectual property, ownership of information,

MR M.D



system security mechanisms, and individuals' rights to privacy and freedom from intimidation, harassment, and unwarranted annoyance.

#### **4.1 Internet:**

a. Users may use internet services for:

- i. Official municipal duties.
- ii. Research and communication related to their roles.
- iii. Accessing approved government portals, resources, and data.

#### **b. Email:**

Users must:

- i. Use email for official communication and correspondence.
- ii. Maintain a professional tone and language in all email communication.
- iii. Use only municipal-provided email addresses for work-related tasks.
- iv. Comply with Municipality policies, procedures, and standards.
- v. Protect others' privacy and confidentiality.
- vi. Be responsible for the use of their email accounts; and
- vii. Use information technology resources efficiently and productively.
- viii. Be polite

#### **4. Prohibited Use**

Users may not:

- i. Use violent, offensive, pornographic or other graphic pictures, which may be offensive and/or defamatory to others or the institution.
- ii. Use the Internet to search, access, store, and retrieve information that is racist, violent, offensive, or sexually explicit (sexually explicit content includes, e.g. Cartoons, Text Messages, as well as Photographs).

MR M.D



- iii. Engage in/respond to activities such as political/religious statements, cursing and foul language, as well as statements viewed as harassing or discriminatory based on race, colour, creed, age, sex, physical handicap and/or sexual orientation.
- iv. Copying commercial software in violation of copyright laws.
- v. Permit someone else to use their user account and/or password unless they are authorised to do so. Distribute material for commercial purposes.
- vi. Engage in any activity that could compromise the security of the Municipality's host computer.
- vii. Electronic mailing to groups of users for unofficial purposes (as such, sending large volumes of unsolicited e-mail is prohibited).
- viii. Intentionally seeking information about, obtaining copies of, or modifying the contents of files, other data, or passwords belonging to other users.
- ix. Violation of Provincial and National laws or regulations prohibiting sexual harassment.
- x. Violating the privacy of individual users by reading their email communications unless specifically authorised to do so.
- xi. Attempts to sabotage network security, to impair functionality of the network, or to bypass restrictions set by the ICT unit.
- xii. Assisting others in violating these rules by sharing information or passwords is also unacceptable behaviour.

## **5. Security and Confidentiality**

- i. Users must not open suspicious attachments or click unknown links.
- ii. Users must maintain strong, confidential passwords and avoid sharing credentials.
- iii. Suspicious emails or links must be reported to the ICT Unit immediately.
- iv. All information transmitted via email must comply with POPIA and other relevant data protection regulations.
- v. Users must not leave computers unattended while logged into municipal systems.
- vi. Users who have access to electronic mail services offered by EMLM are cautioned that all network activity belongs to the Municipality and should not be regarded as private. Email users must sign the Municipality's Information and Communication Technology User Declaration Agreement to confirm that they have read and agree to the "Electronic Mail Acceptable Use Policy" and that they intend to abide by it.

MR MD



## 6. Monitoring and Access

- i. All Users must sign the Internet and Email Form before being granted access.
- ii. All email and internet activity is monitored by ICT for security and compliance purposes.
- iii. EMLM ICT reserves the right to access user emails and internet history when necessary for investigations or operational needs, with proper authorisation.
- iv. Suspension of service to users, with or without notice, when deemed necessary for the operation and/or integrity of the Municipality's communications infrastructure, connected networks, or data.
- v. Any suspicious activity, phishing attempts, or malware must be reported immediately to the IT Helpdesk at 1080.
- vi. Monitoring ICT resources of EMLM, including computers, email, and voicemail, is provided for legitimate use. If there are occasions where it is deemed necessary to examine data beyond that of the normal business activity of the Company, then, at any time and without prior notice, the EMLM ICT maintains the right to examine any systems and inspect and review all data recorded in those systems. This will be undertaken by authorised staff only. Any information stored on a computer, whether the information is contained on a hard drive, USB pen or in any other manner, may be subject to scrutiny by the EMLM. This examination helps ensure compliance with internal policies and the law. It supports the performance of internal investigations and assists in the management of information systems.

## 7. Legal and Regulatory Compliance

7.1 Any user found in violation of this policy may be subject to disciplinary action by the EMLM Code of Conduct and relevant labour policies. This could include revocation of ICT privileges, suspension, or other corrective measures.

7.2 All users must comply with applicable legislation, including but not limited to:

- i. Protection of Personal Information Act (POPIA), 2013
- ii. Electronic Communications and Transactions (ECT) Act, 2002
- iii. Cybercrimes Act, 2020
- iv. Respect intellectual property rights and software licensing agreements.

## 8. Roles and Responsibilities

Role	Responsibility
Users	Before being granted access, the Users must sign the Internet and Email form (Anexure A) attesting to their understanding of the policy's importance and having read its terms and conditions.
Managers	Review the signed form to confirm that ICT unit can provide access. Ensure team awareness and compliance.

MR M.D



Role	Responsibility
ICT Unit	Ensure availability, Monitor usage, maintain systems, and investigate violations.
HR & Legal	Provide support in disciplinary and legal matters.

## 9. Policy Review

This policy will be reviewed upon significant changes to legislation, technology, or operational requirements.

## 10. Email Disclaimer

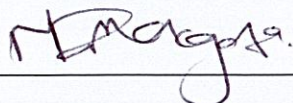
**10.1** An email disclaimer will be appended to all outbound emails. The disclaimer will read as follows:

**10.2** The information contained in this communication is confidential and may be legally privileged. It is intended solely for the person or entity to whom or which it is addressed. If you are not the intended recipient, you are not entitled to read, copy, use or disclose any information contained in this message to others. Disclosure and/or use may lead to civil liability. If you received this message in error, please notify the sender immediately by replying to this e-mail or by telephoning the sender and thereafter permanently deleting this message and any attachments to it.

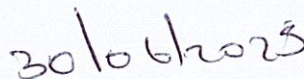
**10.3** Although Elias Motsoaledi Local Municipality has taken reasonable precautions to ensure this email and its attachments are free from viruses, the organisation accepts no liability for any loss or damage arising from the use of this email or its attachments. It is the responsibility of the recipient to ensure that the email is virus-free.

**10.4** Personal views and opinions expressed in this message are solely those of the author and do not necessarily represent those of Elias Motsoaledi Local Municipality. Elias Motsoaledi Local Municipality does not accept liability for any errors, omissions, or offensive content in this message. The addressee should request a hard copy if verification of this message is required

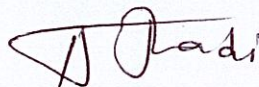
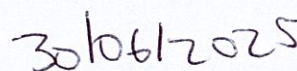
## SIGNATORIES



Ms. NR Makgata Pr Tech Eng  
Municipal Manager



Date

The Mayor

Date



ANNEXURE A



**INTERNET & E-MAIL FORM**  
SEND THIS FORM TO THE ICT OFFICE

Please enter your personal details:

First Name:	Surname:	Employee No:
Cell No:	Preferred Name:	Designation:
Department:	Section:	Area:
Building:	Office No:	Date Required:

For ICT Office

Tel Extension No:	User ID:	E-Mail:
-------------------	----------	---------

- ☐ APPLY E-MAIL INDIVIDUAL ACCOUNT APPLY
- ☐ INTERNET USAGE ACCOUNT

**DECLARATION**

I understand and will abide by the Municipality's **Internet and Electronic Mail Use Policy**, I acknowledge and understand that any violation of this policy will not be procedural, constitutes an act of misconduct and possibly an offence. I further understand that should I commit any violation; further disciplinary actions may be taken against me.



### **Employee Declaration and Privacy Notice**

1. I declare that all the personal information furnished by me on this form is true and correct, and I undertake to inform Elias Motsoaledi Local Municipality of any changes in my personal information.
2. I, as a job applicant or an employee of the Municipality hereby consent that the Municipality may collect, use, distribute, process my personal information for its business purposes, which may include, but is not limited to,
  - 2.1 internal administrative processes pertaining to my employment at the Municipality; and
  - 2.2 conducting criminal, qualifications, credit, and reference checks.
3. I also consent that the Municipality may share my personal information with the Vetting Agencies, External Auditors, South African Receiver of Revenue, Department of Employment and Labor, Banks, service providers offering employees with various services as part of employment benefits, councilors, relevant governance structures, relevant government institutions and legal entities which may lawfully require such information for legal obligations.
4. I understand that in terms of the Protection of Personal Information Act (POPIA) and other laws of the country, there are instances where my express consent is not necessary to permit the processing of personal information, which may be related to investigations, litigation, compliance with legislative requirements or when personal information is publicly available.
5. I will not hold the Municipality responsible for any improper or unauthorized use of personal information that is beyond its reasonable control.
6. I confirm that I have read the notice and understand the contents.

User Signature \_\_\_\_\_

Date\_\_\_\_\_

Head of Department \_\_\_\_\_

Date\_\_\_\_\_



## ELECTRONIC MAIL USE AGREEMENT

### USER CONSENT AND ACCEPTANCE

I, the undersigned

- 1.1 Acknowledge that I have received, read and understand the **ELIAS MOTSOLEDI LOCAL MUNICIPALITY** Electronic Mail Acceptable Usage Policy and accept the principles set out in the policy as binding on me.
- 1.2 Agree that the municipality may from time-to-time monitor, access and view all communications created, stored, accessed, viewed, received and/or sent by me using the ELIAS MOTSOLEDI LOCAL MUNICIPALITY ICT system and that I have no guarantee or expectation of privacy in using the department ICT system in accordance with the terms and conditions of this policy.
- 1.3 Understand and acknowledge that a violation of this policy may result in disciplinary action in accordance with the Municipality's disciplinary procedures, including possible dismissal, as well as civil and criminal liability.

Signed at \_\_\_\_\_

On \_\_\_\_ / \_\_\_\_ /20\_\_\_\_

\_\_\_\_\_  
**NAME**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**Witness**

\_\_\_\_\_  
**Reviewed by Manager**