

## Regulation on the Electronic Mail Service of the University of Porto

**This document is provided strictly for information purposes. As such, it has no legal value and should not be construed as legally binding. Only the original regulation in the Portuguese language is authentic.**

The electronic mail service of the University of Porto, abbreviated as U.Porto, is currently a privileged communication tool for its community. It is an official means of communication, so using this service in a careless or illicit way may result in reputational damage to the Institution and its community. Therefore, anyone who uses this service should do it in a respectful and cautious way, never placing the organisation in a position that goes against its values and duties.

U.Porto provides an electronic mail service through UPdigital, which ensures that the entire academic community has access to the same service features, quality, security, and reliability.

This Regulation aims to define guidelines regarding the regular use of the electronic mail service. U.Porto's acceptable use policy for technological infrastructures is also applicable to this matter<sup>1</sup>. When using this service, it is assumed that individual users are informed about the rules described in this Regulation.

Article 3(2) of the Foundation Statutes attached in Decree-Law no. 96/2009 of 27 April foresees that the institution elaborates all norms and carries out all actions necessary for its regular functioning, including authoritative unilateral acts in the domain of its duties, norms, and public law acts.

The option between creating operating standards and public law norms should consider the respective foundation, subject and intended users.

This Regulation acts as a set of operating guidelines intended for users such as teaching staff, research staff, students and non-teaching staff at U.Porto, generally referred to as individual users, who benefit from the electronic email service provided to carry out their work at U.Porto.

The U.Porto Management Board, after consulting with the Council of Deans, according to paragraph b) of Article 46(2) of the Statutes of the University of Porto, approved by Normative Order no. 8/2015, published in the Official Journal of the Portuguese Republic, Series 2, No. 100 of 25 May 2015, based on the generic competence foreseen in its 40<sup>th</sup> article, no. 1, in conjunction with Article 3(2) of the Foundation Statutes, approved in an attachment to Decree-Law no. 96/2009 of 27 April, adopts the regulations:

### Chapter I General Provisions

#### Article 1 Scope and purpose

1. This Regulation establishes the rules for the correct use of the unified electronic mail service (email) of the University of Porto, abbreviated as U.Porto, and raises the awareness of its community regarding what is acceptable when using this service.

---

<sup>1</sup> Described in [https://sigarra.up.pt/up/pt/web\\_base.gera\\_pagina?p\\_pagina=POLITICA-UTILIZACAO-ACEITAVEL](https://sigarra.up.pt/up/pt/web_base.gera_pagina?p_pagina=POLITICA-UTILIZACAO-ACEITAVEL)

2. For the purposes of the preceding paragraph, the community comprises teaching staff, research staff, students, former students and non-teaching staff, generally referred to as "individual users".
3. To this end, "scholarship holders" are equivalent to research staff.
4. This Regulation also applies to external collaborators who have a temporary connection to U.Porto. They are given access to the service as long as they are active in their collaboration and registration in the information system.

## **Article 2**

### **Description of the electronic mail service**

1. U.Porto's electronic mail service is currently an essential communication tool for its community while supporting the dematerialisation of processes. The solutions adopted aim to ensure the submission and reception of electronic mail messages through standard protocols, and to globally ensure good service quality with a high level of access reliability, security and auditability.
2. The electronic mail address is institutional, and it should only be used in that context. All communication within the scope of U.Porto's activities should be done through the electronic mail address provided to the user.
3. Electronic email addresses are personal and non-transferable. They cannot be used by third parties, under any circumstance, except in the cases specially foreseen in this Regulation, namely in Article 8(4), Article 9(3), Article 10(3) and Article 11(3).
4. Electronic mail is an official tool to transmit information at U.Porto, and it can substitute any other means of communication. Since institutional information may expire, students, research staff, teaching staff and non-teaching staff are responsible for reading their electronic mail.
5. The space used by the inbox has a maximum limit. This limit is indicated in UPdigital's portal, and it can change.
6. The individual user will be informed regarding any alteration to the status of the electronic mail account.

## **Article 3**

### **Institutional use policy**

1. The use of electronic mail should be consistent with the policies and procedures established by U.Porto and current legislation, and follow high standards for diligence and care.
2. Each individual user should take the necessary measures to maintain information security according to the applicable level and profile in order to avoid any forbidden activity and prevent unauthorised access to confidential and secret information such as personal, organisational and strategic data, and industrial property, intellectual and research data, among others.
3. Notwithstanding the provisions in the law and other legal and/or internally established instruments, the correct use of the electronic mail account presupposes that the individual user complies with the following duties:
  - a) Not using the electronic mail account for purposes other than U.Porto's mission and activities;
  - b) Ensuring password confidentiality;
  - c) Not accessing, sharing or exposing data or content from other individual users' electronic mail accounts;

- d) When writing electronic mail messages, the content should not include expressions of a discriminatory nature, namely in terms of race, ethnicity, city of birth, nationality, gender, health, personal characteristics, age, sexual orientation or habits, beliefs, religious practices and ideological or political options;
  - e) Not using the electronic mail account to practise harassment of any kind;
  - f) Protecting information confidentiality and privacy when processing personal data, in the sense of Article 4(1) of the General Data Protection Regulation, approved by Regulation (EU) no. 679/2016 of the European Parliament and European Council, of 27 April, namely by using encryption when that option is available;
  - g) Paying special attention to messages which may include content which threatens the integrity of systems and software (viruses, malware, trojans, etc.) and forwarding suspicious messages immediately to the security unit at [csirt@uporto.pt](mailto:csirt@uporto.pt);
  - h) Not creating, sending or forwarding unsolicited electronic mail messages, spam, films, photographs, electronic mail threads, information about fraudulent investment schemes (for example, Ponzi or pyramid schemes), links without content nor with a professional purpose, nor information of an illicit or offensive nature to public order or good practices, nor in the individual's name nor in U.Porto's name;
  - i) Eliminating messages which will not be used or applied in the future, according to the assigned profile, so that the storage space made available is not exceeded;
  - j) Avoiding any activity which may be considered illegal or illicit, namely activities which violate fundamental rights, personality rights, industrial property rights, copyrights, business secrets or know-how.
  - k) Using digital certificates in the electronic mail account whenever possible, thus promoting the security, authenticity, confidentiality and integrity of the information that is sent and received.
4. For the purposes of identity and authenticity of institutional communication with U.Porto's individual users, it is not desirable to set up forwarding messages of active mail accounts to external services. It is not possible to forward messages in certain accounts defined in this regulation.
  5. It is not possible to send electronic mail using a U.Porto domain through servers external to U.Porto.
  6. Failure to comply with the duties and obligations in this Regulation or current legislation is considered an offence which may result in disciplinary, civil or criminal liability, according to the law. They may also lead to blocking the electronic mail account by an administrator until the situation is settled or the suspect is eliminated.

## Chapter II

### Allocation of institutional electronic mail accounts

#### Article 4

##### Allocation of an institutional electronic mail account to students

1. U.Porto allocates an institutional electronic mail account to students regularly enrolled at U.Porto, which presupposes that they have a valid registration in a course, study cycle or training unit or course unit, and that they are described in the information system with the status "attending".
2. Each student is provided with a unique institutional electronic mail account associated with his or her mechanographic number. The identifier of the student electronic mail account is formed according to the following rule: `up<NumEstudante>@up.pt`, where `<NumEstudante>` is the mechanographic number allocated to the student.

3. At least one electronic mail address is always associated with a student electronic mail account in the format up<NumEstudante>@edu.<EC>.up.pt, where <EC> is the abbreviation of the constituent body which includes the course being attended.
4. The creation of an associated electronic mail account and address starts when the registration process is completed for the first time in a U.Porto course, study cycle or training unit or course unit.

#### Article 5

##### Disabling a student institutional electronic mail account

1. The electronic mail accounts of students who completed training in different degree-awarding courses, specialisations or advanced studies courses are blocked on 15 July of the academic year following the last registration.
2. The electronic mail accounts of students who interrupted training in different degree-awarding courses, specialisations or advanced studies courses are blocked on 15 July of the academic year following the last registration if they are not registered in a specific academic year.
3. The accounts of students registered in training not included in paragraph 1 will be blocked 3 months after the end of training.
4. In all cases, electronic mail accounts are removed one month after the blocking dates. The electronic mail address may be maintained by forwarding messages to an alternative personal electronic mail account, which should be registered in the information system before the blocking date.
5. Alumni who register for a new training at U.Porto, according to Article 4(1), are provided with the same electronic mail account which they used in a previous U.Porto training. The U.Porto electronic mail addresses that belonged to the alumni will be associated with that electronic mail account, as well as the address of the new training. The account will be allocated without messages if the deadline for removal is not met, as defined in the following articles.
6. Former students can be provided with an electronic mail account in the alumni domain at U.Porto upon request. This account will expire after 2 years, and it can be renewed for an equal amount of time upon request. The electronic mail address will have the following format: up<NumEstudante>@alumni.up.pt.

#### Article 6

##### Allocation of an institutional electronic mail account to teaching staff, research staff and non-teaching staff

1. Teaching staff, research staff and non-teaching staff are referred to as working individuals for the purposes of this regulation and are provided with a unique institutional electronic mail account associated with their mechanographic number. The electronic mail account of the people indicated in this article is formed according to the following rule:  
up<NumFuncionário>@up.pt.
2. At least one electronic mail address is always associated with the electronic mail account of a person working at U.Porto in the format <nome>@<EC>.up.pt, where <EC> is the abbreviation of the constituent body that is associated with the person's contract.
  - a. <nome> (name) is based on the name of the user, and it may not include components that are not found in it. For example, the following formats are accepted: <inicial\_nome1><inicial\_nome2><último\_nome>, <primeiro\_nome><último\_nome>.

- b. <nome> (name) has to be unique in a constituent body. For that reason, the initials of the first names may be added.
  - c. Since it is possible to reactivate an account, as foreseen in Article 7(7), the uniqueness of <nome> should be relative to all the accounts already allocated in the constituent body and not only to the ones that are active at that moment.
3. Electronic mail accounts and addresses are created when the working person is registered in U.Porto's information system.

### **Article 7**

#### **Deactivating an institutional electronic mail account for teaching staff, research staff and non-teaching staff**

1. When a U.Porto working person retires, his or her electronic mail account is maintained for 12 months. After this period, the electronic mail account is removed. The electronic mail address may be maintained by forwarding messages to an alternative personal electronic mail account, which should be registered in the information system before the removal date.
2. Teaching staff who were granted an Emeritus Professor title, according to the Regulation on the Award of Titles and Honourable Distinctions of the University of Porto, approved by Normative Order no. 5580/2020, published in the Official Journal of the Portuguese Republic, series 2, no. 96, of 18 May 2020, will be able to continue to use the electronic mail service.
3. In case of death, the electronic mail account is blocked after UPdigital receives that information from the human resources management services, and the account is removed 12 months after being blocked.
4. Retired teaching staff with active contracts continue to be able to use the electronic mail service.
5. People who interrupt their activity at U.Porto (for example, unpaid leave or a work period outside U.Porto) will continue to have access to the service with the same conditions applied to working individuals with an "active" status.
6. In the cases where the connection to U.Porto has ended for a different reason than the ones mentioned in paragraphs 1 and 3:
  - a. The electronic mail account of teaching/research staff remains active for a period of 3 months;
  - b. the electronic mail account of other working individuals remains active for a period of 1 week.

At the end of this period, the electronic mail account is blocked and will be removed 12 months after the end of the contract. The electronic mail address may be maintained by forwarding messages to an alternative personal electronic mail account, which should be registered in the information system before the blocking date.

7. If the working individual returns to the active status after the account is deactivated, as foreseen in paragraph 6, the respective electronic mail account will be reactivated.

### **Article 8**

#### **Allocation of an institutional electronic mail account to Governing and Management Bodies**

1. Electronic mail accounts are allocated to the following Governing and Management Bodies: Rector, Administrator, Organisational Units and Autonomous Services.
2. At least one electronic mail address is always associated with these accounts in the format <orgãogestão>@<EC>.up.pt (<managementbodies>), where <EC> is the constituent entity to which it belongs.

3. These accounts facilitate the continuation of the institutional electronic mail history associated with the address. They act as archives, documental and processing evidence and as an administrative procedure. Therefore, these accounts are transferred to the corresponding Governing and Management Bodies at the end of the respective term, and they cannot be considered personal electronic mail accounts. Eventually, a specific immutable archive may be created, accessible to any person who takes the position, and the messages in the account may be deleted.
4. The individuals who take on the positions referred to in paragraph 1 may select which member of their secretarial staff is able to access the account and send electronic mail in their name. The aforementioned individuals may also indicate who has permission to access the account and send electronic mail in cases where they need to be substituted (absences or impediments).
5. The accounts mentioned in this article cannot send content to other institutional or external electronic mail addresses.

#### **Article 9**

##### **Allocation of an institutional electronic mail account to an individual selected to take on leading positions or a specific role in commissions or other activities**

1. Individuals selected to take on leading positions or a specific role in commissions or other activities are provided with a unique institutional electronic mail account specifically associated with the position or activity to process issues which are inherent to the position or activity in question, using the following format: <Cargo>@<EC>.up.pt (<Position>), where <EC> is the constituent entity to which it belongs.
2. These accounts facilitate the continuation of the institutional electronic mail history associated with the address. They act as archives, documental and processing evidence and as an administrative procedure. Therefore, these accounts are transferred to the new individual who takes the position or carries out specific activities, and they cannot be considered personal electronic mail accounts. Eventually, a specific immutable archive may be created, accessible to any person who takes the position or carries out specific activities associated with the account, and the messages in the account may be deleted.
3. The individuals referred to in paragraph 1 may select which member of their secretarial staff is able to access the account and send electronic mail in their name. The aforementioned individuals may also indicate who has permission to access the account and send electronic mail in cases where they need to be substituted (absences or impediments).
4. The accounts mentioned in this article cannot send content to other institutional or external electronic mail addresses.

#### **Article 10**

##### **Service accounts**

1. An individual who works as an Organisational Unit Director, Autonomous Service Director, Administrator, or Service, Department, Laboratory or Course Director may request an institutional account for the service and will be responsible for it.
2. At least one electronic mail address is always associated with the electronic mail account of a service in the format <serviço>@<EC>.up.pt (<service>), where <EC> is the constituent body to which the service belongs.
3. The person in charge of the account should indicate which users will have permission to access and send electronic mail using the respective address. The person in charge should communicate when there is an alteration to the access list.

4. The purpose of these accounts is to enable auditability and the continuation of the institutional electronic mail history associated with the address.
5. The accounts mentioned in this article cannot send content to other institutional or external electronic mail addresses.

#### **Article 11**

##### **Accounts for student associations/centres and cultural groups, and similar organisations**

1. The individual elected as President of the Student Association/student centre/cultural group may request electronic mail accounts to support the activities of the association/centre/group. This request is made to the Director of the Organisational Unit.
2. At least one electronic mail address is always associated with this electronic mail account in the format <nome cargo>.<sigla associação>@<EC>.up.pt (<position title>.<association abbreviation>), where <EC> is the constituent body to which the association/centre/group belongs.
3. The person in charge of the account should indicate who will have permission to access and send electronic mail using the respective address. He or she should communicate when there is an alteration to the access list.
4. The account created will be terminated when the association/centre/group ceases to exist. UPdigital should be informed regarding the end of an association/centre/group.

#### **Article 12**

##### **Exceptional accounts**

1. U.Porto's working individuals may send a request to the director of the constituent body regarding temporary electronic mail accounts for projects, educational activities, workshops, conferences or similar activities.
2. At least one electronic mail address is always associated with this electronic mail account in the format <nome>@<EC>.up.pt (<name>), where <nome> corresponds to the event or project title and <EC> is the constituent body to which the individual belongs.
3. The person in charge of the account should indicate who will have permission to access and send electronic mail using the respective address. He or she should communicate when there is an alteration to the access list.
4. The person in charge of the account should indicate the expiry date of the temporary account. The account will be blocked on the mentioned date and removed after 15 days. This date should not exceed 1 year following the end of the event or project.
5. The person in charge of the account may request a renewal to extend its expiry date.

### **Chapter III**

#### **Other features**

#### **Article 13**

##### **Institutional distribution lists**

1. Institutional distribution lists are electronic mail addresses which facilitate sending messages to specific groups of users, for example, *estudantes@<EC>.up.pt* (students), *docentes@<EC>.up.pt* (teaching staff), *investigadores@<EC>.up.pt* (researchers), where <EC> is the abbreviation of the constituent entity.

2. The institutional electronic mail lists are a communication tool limited to the U.Porto community, and the permission to send messages to these lists may be limited to certain groups of people.
3. These addresses should be used to disseminate educational or scientific content, administrative matters or information which is relevant to the U.Porto community.
4. The electronic mail account holder does not need to approve any request to be included in an institutional electronic mail list.
5. The institutional distribution lists may only be used from U.Porto electronic mail accounts.

**Article 14**  
**Mass mailing**

1. Sending electronic mail messages above the limits defined in UPdigital's portal (mass mailing) may interfere with the regular operation of U.Porto's electronic mail system.
2. The electronic mail service should be used responsibly. Limits for sending electronic mail are defined in UPdigital's portal.
3. Mass mailing to promote events or similar activities should be carried out, preferably by the Communication and Image Office.
4. Mass mailing to share administrative or academic information should be facilitated by using distribution lists or the dynamic electronic mail option in the information system.

**Article 15**  
**Newsletters and other non-essential communication**

1. A specific U.Porto platform should be used to send newsletters.
2. The same platform should be used to send other information not considered essential, i.e. recipients are able to disable the delivery of that information to them without interfering with the institution's regular operation (for example, an invitation to participate in studies developed in U.Porto or third-party institutions by filling in online surveys).

**Article 16**  
**Forwarding Messages**

1. When the account is removed or blocked, it may be possible to activate forwarding messages to an alternative electronic mail address through an automatic process based on the status changes indicated in the previous articles or manually when requested by the respective user.
2. The registration of an alternative electronic mail address should be made before the account is blocked in the information system.
3. U.Porto is not responsible for the loss of messages forwarded to external addresses.
4. All electronic mail addresses which forward messages are subject to an annual review when users are notified and asked if they wish to keep receiving forwarded messages.
5. If no response is received 90 days after the renewal notification is sent, messages will no longer be forwarded.



## **Chapter IV**

### **Information protection, monitoring and audit**

#### **Article 17**

##### **Activity monitoring and records**

1. The institutional accounts mentioned in chapter II may be subject to activity monitoring and record by U.Porto in fulfilling the respective legal and statutory obligations aiming to maintain records considered necessary for adequate technical support and to ensure information security at U.Porto.
2. Monitoring is carried out in alignment with the minimum requirements of the Networks and Information Systems established in the Resolution of the Council of Ministers no. 41/2018 of 28 March, strictly complying with the interests of the organisation and the individual users.
3. U.Porto guarantees no interference in electronic communication protected by cryptographic algorithms and respects the fundamental and personality rights of individual users.
4. All received and sent messages go through automatic filtering mechanisms aiming to identify malicious electronic mail messages as a preventive measure. Messages considered as spam, viruses, malware or other suspicious content may be deleted without warning and will not be sent to the inbox of individual users or other recipients.
5. For the purposes of monitoring the use of electronic mail accounts, U.Porto collects IP addresses, ports, protocols, dates, time, browsers, user agents and metadata regarding layers 3 and 4 of the Open System Interconnection (OSI), among other data.
6. Access to these records by a person external to U.Porto is strictly forbidden.
7. Access by U.Porto technicians is only authorised within the monitoring process for information security or in exceptional and justified situations for technical observation or compliance with legal obligations.

#### **Article 18**

##### **Audit**

Where applicable, U.Porto may conduct audits to verify the reliability of information protection mechanisms, notwithstanding information sent to UPdigital by individual users regarding possible weaknesses or the need for improvement.

#### **Article 19**

##### **Retention of monitoring and audit data**

1. The data mentioned in this article are relative to the data collected within the scope of monitoring and audit procedures mentioned in previous articles.
2. Data will be retained for a maximum period of 2 (two) years in the absence of any other retention period established by the law.
3. If a previous inquiry or disciplinary procedure was assigned to the individual user, data may be retained during the respective proceedings or, in the case of a disciplinary sanction, until a res judicata or, in the absence of a lawsuit, until the end of the period foreseen in the law for the objection of disciplinary sanction.
4. Without prejudice to the previous paragraph, if the individual user is a U.Porto worker, when the labour contract terminates, data may be retained for 1 (one) year counting from the day following the labour contract termination date or, in cases of dispute, until the res judicata of a precautionary procedure or a

lawsuit instituted by U.Porto against a worker or third party for the protection of its legitimate interests, or by a worker against U.Porto.

5. When the alleged facts regarding the individual user constitute a crime, U.Porto may retain the data until the end of the limitation period foreseen in criminal law.

**Article 20**  
**Data interconnection**

Data collected by U.Porto may not be interconnected with other databases except in the case of a previous inquiry or disciplinary procedure instituted according to legal provisions.

**Article 21**  
**Sending data to third parties**

Data collected by U.Porto may not be provided to third parties, except in the case of a previous inquiry or disciplinary procedure instituted according to legal provisions, for compliance with legal obligations in the context of a judicial process.

**Chapter V**  
**Final provisions**

**Article 22**  
**Interpretation, doubts and omissions**

1. Doubts and omissions resulting from the interpretation and application of this Regulation are resolved by the Management Board.
2. Interpretation and integration of legal loopholes in this Regulation, namely omissions, will be done according to the Law and general legal principles.

**Article 23**  
**Announcement, entry into force and amendments**

1. This Regulation will be announced in U.Porto's information system and will enter into force on that date.
2. This Regulation may be amended at any time, for instance, when the applicable legislation and regulation is altered, given U.Porto's technological advances and risk profile.