

Guidelines on monitoring of and access to electronic mail and the Internet at the University of Copenhagen



The guidelines shall guarantee integrity, confidentiality and accessibility and provide safeguards against unauthorised access. The guidelines must not be obstructive to work performed by the University's system administrators. The following guidelines apply:

- No unauthorised party shall gain access to the electronic mail of individual employees.
- Continuous monitoring of the content of communication and logging of whom an employee corresponds with are not permitted. The place of employment must not monitor searches or any other use of the Internet by an employee. In case of suspected usage of the Internet that might harm the reputation of the University, monitoring is however permitted, in which event an employee representative must be involved.
- For communication over the Internet, sensitive and confidential data must be protected, e.g. by encryption.
- The place of employment does not in principle have the right to seek to gain knowledge of the contents of electronic mail to and from employees. The place of employment may however examine the contents of an employee's electronic mail in any instance where it is able to account for why official or technical concerns patently take precedence over the confidentiality principle. Other exceptions may be made, e.g. at the request of the survivors of a deceased employee.
- A system administrator may never examine an employee's electronic mail on his or her own. If, for technical reasons, it is necessary for a system administrator to examine a current employee's electronic mail, that examination shall, where feasible, be performed in the presence of the affected employee and his or her employee representative. Any examination of electronic mail by system administrators is subject to the provisions of the Public Administration Act on confidentiality.
- A decision to obtain access to an employee's electronic mail may be made solely by the Rector, Pro-Rector, Dean or University Director. The employee and his or her employee representative shall be notified in writing of such a decision immediately.
- Where the place of employment under due observance of the foregoing guidelines obtains access to an employee's electronic mail, it is a precondition that (a) the place of employment has certain knowledge that electronic mail has been sent or received which is required for use before the employee returns to work, and (b) the place of employment has failed in its attempts to get in touch with the employee to request that he or she forward the electronic mail to those requiring it.

With regard to the retention and registration of electronic mail, see the [University of Copenhagen's instructions concerning mail and the recording of data](#) (In Danish). See also

the outcome of the talks between the Ministry of Finance and the Danish Central Federation of State Employees' Organisations (CFU), 2008, Schedule I (In Danish),

<http://hr.modst.dk/~media/ServiceMenu/OK08/Bilagssamling.ashx>

These guidelines shall come into effect upon their adoption by the Central Collaboration Committee (HSU) and shall be renegotiated not later than 3 years from the date of original adoption.

They may be revoked in accordance with the rules set out in the Collaboration Committee Circular, according to which each of the parties has the right to revoke adopted guidelines at three months' notice. Before revocation, the Collaboration Committee must endeavour to amend the existing guidelines in a manner that is satisfactory to the parties represented on the Committee.

Considered and adopted at the Central Collaboration Committee meeting on 22 October 2008 and effective as of 1 January 2009.



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Rector and Chairman of the
General Collaboration Committee

and



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General Collaboration Committee