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Category: Policies
Subject: Email and Electronic Communications Policy

1. Purpose

The purpose of this Email & Electronic Communications Policy is to establish rules for the appropriate, professional and secure use of email accounts, mailboxes and other related electronic communication facilities provided, administered or managed by Lucivo.

Email is an important business communication tool and must be used in a manner that protects Lucivo, its clients, staff members, systems, information and reputation.

This policy is intended to:

- establish acceptable use requirements,
- protect confidential and personal information,
- reduce cybersecurity and fraud risks,
- establish ownership and access rules for business email,
- provide rules for email retention and deletion,
- establish requirements for shared and individual mailboxes,
- regulate forwarding and external transmission of information,
- establish procedures when a user's access is suspended or terminated,
- and ensure that business communications remain professional and appropriately controlled.

2. Scope

This policy applies to any person who has access to an email account, mailbox, alias, distribution list or related communication service provided, hosted, administered or paid for by Lucivo.

This includes

- permanent staff members,
- temporary staff members,
- contractors and consultants,
- directors and management,
- service providers,
- and any other authorised user.

This policy applies regardless of whether the email is accessed from a company/personal computer, a mobile phone/tablet, the Lucivo webmail client or any other email client/application.

3. Lucivo Network Email Accounts

Email addresses issued by Lucivo are provided primarily for business purposes. This may include a staff member's individual mailbox (such as staffmember@lucivo.co.za) or a functional email address (such as support@lucivo.co.za).

The creation, modification, suspension and deletion of email accounts remains under the control of Lucivo. Users may not create, configure or represent an unauthorised email address as an official Lucivo email address.

4. Ownership

An email account issued by Lucivo remains a business communication facility under the administration and control of Lucivo.

The provision of an individually named mailbox does not make the mailbox or its business contents the personal property of the user.

Business correspondence sent or received through a Lucivo email account may constitute a business record.

Lucivo may retain, recover or access business communications at any time. Access to a Lucivo email address must be appropriately authorised.

5. Acceptable Use

Users must use the Lucivo email responsibly and professionally. Email may be used for:

- communicating with customers,
- communicating with colleagues,
- communicating with suppliers and service providers,
- sending business documentation,
- arranging meetings,
- providing support,
- issuing notices,
- requesting or providing information,
- conducting authorised business
- and other reasonable activities connected with the user's duties.

Limited incidental personal use may be permitted provided that it:

- does not interfere with work,
- does not consume unreasonable company resources,
- does not create security risks,
- does not violate any law or company policy,
- and does not involve inappropriate content.

Lucivo may withdraw permission for personal use at any time.

6. Prohibited Use

Lucivo email addresses may not be used to:

- conduct unlawful activities,
- harass, threaten or intimidate another person,
- distribute discriminatory or hateful content,
- knowingly distribute malware,
- conduct unauthorised commercial activities,
- impersonate another person,
- deliberately misrepresent Lucivo,
- or transmit material prohibited by law.

7. Email Signatures

Lucivo provides an approved email signature, and staff members are required to use the approved format.

Staff members may not add misleading qualifications, job titles, legal notices or branding to their signatures without authorisation.

Lucivo logos and trademarks may only be used in accordance with Lucivo branding requirements as available at <https://policies.lucivo.co.za/branding>.

8. Personal Information and POPIA

Where email contains personal information, users must process that information in accordance with applicable data-protection requirements, including the Protection of Personal Information Act, 2013 ("POPIA"), where applicable.

Personal information should only be sent where there is a legitimate and authorised purpose for doing so.

Users must avoid unnecessarily including sensitive or excessive personal information in email messages.

Where an email containing personal information is accidentally sent to an incorrect recipient, the incident must be reported to the appropriate manager or designated privacy/security contact as soon as reasonably possible.

9. Phishing and suspicious email

Users must exercise caution when receiving unexpected emails.

Users should independently verify unusual payment instructions or changes to banking details before acting on them.

Suspected phishing messages should be reported rather than forwarded unnecessarily to other users.

10. Attachments

The Lucivo Network does not allow attachments to be used to receive or send an email. Attachments sent to the Lucivo Network is immediately deleted unless the attachments takes the form of HTML code that can be viewed and executed in the email client.