

UNIVERSITY OF CAMBRIDGE

EMAIL ADDRESS ALLOCATION & RETENTION POLICY

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A. Policy Statement

1. This Policy sets out parameters to enable consistent application of clear criteria for allocation of University of Cambridge email addresses. It also helps ensure the security of the University's infrastructure and information services users.
2. This Policy gives two ways in which email addresses may be allocated:

Standard Eligibility (Section D), by which all current students, staff and associates of any part of the University, all individuals holding honorary and emeritus titles, and all current members of the Regent House may be allocated a University email address.

Non-Standard Eligibility (Section E), by which certain staff and associates may apply for continued use of their University email address if their Standard Eligibility has expired, which the Policy refers to as a 'Retention Service'.

Throughout this Policy, reference to the 'University' includes reference to the Colleges. For all definitions relevant to this Policy, see Section C.

3. The Policy sets out the terms of the Retention Service, circumstances in which exceptions might be made, and other operational detail.

B. Scope and Application of the Policy

4. This Policy defines eligibility criteria for allocation and retention of University of Cambridge email addresses for the purpose of sending and receiving electronic mail.
5. The Policy does not define eligibility for allocation of login credentials, which may include a unique identifier, e.g. a CRSid, and / or a 'User Principal Name' (UPN) in email address format, that is, a username that looks like – but is not – a University of Cambridge email address.
6. This Policy applies to all staff, associates (as defined below) and students of the University, its Colleges, subsidiaries and associated entities. It also applies to former staff, associates and students of the same.

C. Definitions

7. For the purposes of this Policy:

- a. 'University of Cambridge email address' means any @cam.ac.uk or any @<subdomain>.cam.ac.uk email address, or any further subdomains of these, used for the purposes of sending and receiving electronic mail;
- b. 'University' includes the Colleges and members of the Cambridge Theological Federation, but excludes Cambridge University Press and Assessment;
- c. 'subsidiary(ies)' refers to all of the subsidiary entities and wholly-owned subsidiary companies of the University;
- d. 'associated entity(ies)' refers to all trusts, institutes or other entities related to the University which have been granted the use of University of Cambridge email addresses by Information Services Committee (ISC), and are not covered under paragraphs 8b and 8c .
- e. 'staff' refers to all individuals actively contributing to the fulfilment of the University's mission at all levels and grades as part of an employment contract (whether permanent, fixed-term or temporary) within the University, its subsidiaries and associated entities, and any other person contributing in this way in any context within the University;
- f. 'associates' refers to all individuals actively contributing to the fulfilment of the University's mission outside of an employment contract, including visiting researchers and teachers, trainees, individuals on secondment, individuals working through an agency, external committee members, agents, volunteers, interns, and any other person contributing in this way in any context within the University;
- g. 'student' has the meaning of 'registered student' as defined in Statute A X 2 (c), except intermitting students for the period of their intermission;
- h. 'Head of Institution' is any head of department, faculty, school, division, college, subsidiary or associated entity, whether that head holds the formal title of 'Head', 'Director', 'Chair', 'Master', 'President', 'Chief Executive' or otherwise;
- i. 'formal or contractual relationship' refers to:
 - i. contracts agreed between individual members of staff and the University, its subsidiaries and associated entities;
 - ii. contracts and terms agreed between students and the University, its subsidiaries and associated entities;
 - iii. non-contractual but formal relationships between individuals and the University, its subsidiaries and associated entities that exist to the benefit of the University (e.g., membership of the Regent House, honorary or emeritus roles, committee membership);
- j. 'honorary or emeritus title' includes any title granted under Chapter XI of the Statutes and Ordinances, and any other honorary or emeritus title or privilege¹ formally granted by the University, its subsidiaries or associated entities.

D. Standard Eligibility for Allocation and Retention

- 8. Staff, associates and students of the University (including the Colleges – see definition), its subsidiaries and associated entities will be eligible for registration for a University of Cambridge email address upon commencement of their formal or contractual relationship.
- 9. Email addresses will be allocated:

¹ There are many manifestations of these titles beyond 'Emeritus Fellow': for example, Homerton College's 'Retired Senior Members' and Newnham College's 'Privileges of Fellow Emerita'.

- a. for students, automatically, upon registration;
 - b. for staff and associates who require a University email address to carry out their duties, following institutional nomination through the [University Information Services registration process](#) or other local IT registration process.
10. Staff, associates and students of the University, its subsidiaries and associated entities will retain their allocated University of Cambridge email address for as long as their formal or contractual relationship lasts, subject to their compliance with related University and institutional policy.
11. Once a staff member or associate's formal or contractual relationship with the University (including the Colleges – see definition), its subsidiaries or associated entities has ended, the staff member or associate will cease to be eligible for a University of Cambridge email address, **except** where the individual:
- a. holds or is to be granted an honorary or emeritus title;
and/or
 - b. (having left the relationship) continues to be a [member of the Regent House](#);
or
 - c. has been granted a University of Cambridge email address under the Retention Service set out in Section E of this Policy.
12. Staff and associates will be given one month's notice of the forthcoming end of their standard eligibility, and a two-month grace period to enable:
- a. in cases 11 (a) and 11 (b), notification to be given to the UIS and / or local IT service desk that the staff member or associate will continue to hold their University of Cambridge email address(es) once the relationship has ended.
 - b. in the case of 11 (c), transition to a new email provider or to the retention service set out in Section E.²
13. Once a student's formal or contractual relationship with the University, its subsidiaries or associated entities has ended, the former student ceases to be eligible for a University of Cambridge email address but becomes eligible for an alumni email address (@cantab.ac.uk) as part of [Alumni Benefits](#).
14. Students will be given one months' notice of the forthcoming end of their eligibility and the opportunity to state whether they will be beginning a new formal or contractual relationship, for example, through enrolment on a new course of study or by becoming a member of staff.

E. Non-Standard Eligibility: Retention Service

15. Certain staff and associates whose formal or contractual relationship has ended will meet the Standard Eligibility criteria set out in paragraphs 11 (a) and (b) above (specifically, members of the Regent House and those holding honorary or emeritus titles as defined above).
16. UIS and local IT services offer a Retention Service by which staff and associates whose formal or contractual relationship has ended and who are not eligible under paragraphs 11 (a) and (b) above may apply to retain a University of Cambridge email address for a defined period.
17. The following retention facilities are available:
- a. *Complete retention* of original University of Cambridge email address with email usage permissions mirroring those held prior to the end of the individual's formal or contractual relationship; or
 - b. *Automatic mail forwarding* of University of Cambridge email to a private email address, with

² Former postdoctoral researchers are eligible for this service and also eligible for [alumni email](#).

a two-month transition period to enable transfer of files.

18. The retention facilities are available according to the following criteria:

a. Complete retention

For individuals who will be leaving and do not already meet the criteria in paragraphs 11 (a) or (b) above, but who will continue actively to contribute to the University's mission.

b. Automatic mail forwarding

For individuals who will be leaving and do not already meet the criteria in paragraphs 11 (a) or (b) above, and will no longer be actively contributing to the University's mission, but who need to retain their University of Cambridge email address for a specific purpose or reason that supports the University's mission, including:

- i. to enable former staff to remain contactable at the email addresses published on their papers while working at the University; or
- ii. because not to do so would be detrimental in some other way to the fulfilment of the University's mission.

F. Terms of the Retention Service

19. Individuals wishing to be considered for the Retention Service must self-nominate prior to the final date of their formal or contractual relationship, via the relevant UIS and/or local process.
20. When self-nominating, applicants may state a preference for type of retention facility and give a justification for this preference.
21. Where individuals have University of Cambridge email addresses associated with two or more institutions, they may apply to retain as many of these as desired.
22. Heads of Institution or their designated deputy will review and decide on applications for complete retention. UIS or local IT services will review applications for mail forwarding; Heads of Institution will retain a right of veto. Unsuccessful applicants will have a right of appeal.
23. Retention will be granted to successful applicants for a period of three years or until the current agreed need for retention ceases to exist, whichever is the sooner.
24. Automatic mail forwarding will enable users to receive email via their University of Cambridge email address (forwarding to a private email address), but not to send from it. The facility will include, in addition, an auto-response explaining that the recipient has left the University.
25. As the end of a retention period nears, users will be reminded of the forthcoming cessation of the service.
26. Users may apply for a renewal of their Retention Service as many times as required.
27. Users of the Retention Service will be required to continue to abide by the University's policies, for the duration of the retention period.
28. Under no circumstance will any former member of staff or associate or any former student be eligible to retain a generic or shared University of Cambridge email address³ under the automatic mail forwarding facility of the Retention Service.

G. Exceptional Circumstances

29. In exceptional circumstances, applications for lifetime retention of University of Cambridge email addresses on compassionate grounds may be considered. Such access will only be granted in

³ For example: info@cam.ac.uk, committee@dept.cam.ac.uk, research@school.cam.ac.uk, and similar.

cases of special individual need relating to personal circumstances that would severely limit an individual's ability to transition to a new email address facility. Applications may be made via the relevant UIS or other local process and will require approval by the relevant Head of Institution.

H. Right of Decline, Suspension and Termination

30. UIS and local IT service desks at all times reserve the right to decline, suspend and / or terminate the use of any University of Cambridge email address(es) with immediate effect. This may be in the case of breach of applicable Policy, misuse, cyber security threat, non-payment of student fees, a disciplinary process, or any other circumstance deemed reasonable by the University, its subsidiaries and associated entities or their officers.
31. All University of Cambridge email addresses that are dormant, and which are not part of a current mail forwarding facility as part of the retention service, will be subject to a process of suspension and eventual termination. 'Dormant' here means an email address not accessed and/or with no outgoing mail for a period of not less than six months.
32. The Council and the General Board at all times reserves the right to revise this Policy in line with evolving internal or external circumstances.

I. Transition Arrangements on Introduction of this Policy

33. A grace period of two academic years will apply and will run from the implementation date of this Policy, i.e. from September 2024, to allow any individuals no longer eligible for retention of their University of Cambridge email address to adapt and change their email address provider.

J. Key Roles and Responsibilities

34. The **ISC** is the owner of this Policy and is responsible for reviewing the Policy and its efficacy every three years, and recommending any changes to the General Board and the University Council for approval.
35. The **Chief Information Security Officer** has overall responsibility for:
 - a. overseeing the implementation and maintenance of this Policy;
 - b. monitoring compliance with this Policy.
36. **Heads of Institution** and (depending on the email tenancy) either **UIS** or **institutional IT** service providers hold responsibility for implementation at the local level.

K. Related Documents

37. The following documents state Policy and Guidelines in closely-related areas, but all University policies are related:
 - a. Acceptable Use Policy
 - b. [Rules made by the ISC](#)
 - c. [Account Expiry](#)
 - d. [Cancellation of computing accounts](#)
 - e. [Leaving the University](#)
 - f. [Eligibility for Membership of the Regent House](#)

L. Further Guidance

For further information and / or questions relating to this Policy, please contact:
servicedesk@uis.cam.ac.uk or your local IT Service Desk.

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