

# 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. 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 way in 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 (Sections D and E).
4. The Policy states that an individual who will continue to contribute actively to the University's mission after leaving a contractual relationship with the University may also be allocated a University email address (Section E).
5. The Policy also covers circumstances in which exceptions might be made and other operational detail (Sections F-I).

### B. Scope and Application of the Policy

6. This Policy defines eligibility criteria for allocation and retention of University of Cambridge email addresses for the purpose of sending and receiving electronic mail.
7. 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.
8. 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

9. 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:
  - a. contracts agreed between individual members of staff and the University, its subsidiaries and associated entities;
  - b. contracts and terms agreed between students and the University, its subsidiaries and associated entities;
  - c. 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 privilege<sup>1</sup> formally granted by the University, its subsidiaries or associated entities.

#### **D. Eligibility for Allocation**

- 10. 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.
- 11. Email addresses will be allocated:
  - 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](#)

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<sup>1</sup> 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'.

- [process](#) or other local IT registration process.
12. 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 the conditions in Section G below.

## **E. Eligibility for Retention/Re-nomination**

### *Staff and Associates*

13. 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 enters into a new formal or contractual relationship, in which case they may be re-nominated for email allocation under the process set out in Section D.
14. Eligibility for re-nomination **includes** any individual who, having left a contractual relationship:
- a. holds or is to be granted an honorary or emeritus title;  
and/or
  - b. continues to be a [member of the Regent House](#);  
or
  - c. does not already meet the criteria in (a) or (b) above but will continue actively to contribute to the University's mission.

In these cases, the individual meets the definition of an associate with a formal relationship set out in paragraph 9. f. and i.(c.), and their institution may re-nominate them.

15. Staff and associates departing their formal or contractual relationship with the University will be given one month's notice of the forthcoming end of their eligibility for a University email address. All staff and associates will be able to apply for a two-month grace period, or, in the case of postdoctoral researchers only, a three-month grace period. This is to enable re-nomination for email allocation where applicable, or, in all other cases, transition to a new email provider.
16. Former postdoctoral researchers are also eligible for an alumni email address (@cantab.ac.uk) as part of [Alumni Benefits](#).

### *Students*

17. 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](#).
18. Students will be given one month's 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.

### *Discontinued email addresses*

19. Emails sent to email addresses that are no longer in use automatically receive a response stating that the address no longer exists. This applies to all discontinued email addresses.
20. Emails sent to discontinued addresses will not be stored or forwarded elsewhere. The University will not be able to access any emails sent to discontinued addresses.

## **F. Exceptional Circumstances**

21. 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 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.

#### **G. Right of Decline, Suspension and Termination**

22. 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.
23. All University of Cambridge email addresses that are dormant 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.
24. The Council and the General Board at all times reserve the right to revise this Policy in line with evolving internal or external circumstances.
25. Individuals disadvantaged as a result of an apparent misapplication of this Policy may raise the matter under the relevant institution's applicable complaints or grievance policy.

#### **H. Transition Arrangements on Introduction of this Policy**

26. A grace period of two academic years will apply and will run from the implementation date of this Policy, i.e. from 1 May 2025, to allow:
  - a. any individuals who possess a University email address and no longer have a contractual relationship with the University, but who are eligible for re-nomination for email allocation, to apply under the process set out in Section D.
  - b. any individuals no longer eligible for retention of their University of Cambridge email address to adapt and change their email address provider.

#### **I. Key Roles and Responsibilities**

27. 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.
28. The **Chief Information Security Officer** has overall responsibility for:
  - a. overseeing the implementation and maintenance of this Policy;
  - b. monitoring compliance with this Policy.
29. **Heads of Institution** and (depending on the email tenancy) either **UIS** or **institutional IT** service providers hold responsibility for implementation at the local level.

#### **J. Related Documents**

30. The following documents state Policy and Guidelines in closely-related areas, but all University policies are related:
  - a. [Acceptable Use Policy](#)
  - b. [Account Expiry](#)
  - c. [Cancellation of computing accounts](#)

- d. [Leaving the University](#)
- e. [Eligibility for Membership of the Regent House](#)

**K. Further Guidance**

- 31. For further information and / or questions relating to this Policy, please contact:  
[servicedesk@uis.cam.ac.uk](mailto:servicedesk@uis.cam.ac.uk) or your local IT Service Desk.