

## LAW & POLICIES

### 1. General Email Usage

- **Official Communication:** All official NGO communications must be conducted through the provided email accounts.
- **Professional Tone:** Maintain a professional and respectful tone in all email communications.
- **Personal Use:** Limit personal use of the NGO email account to minimize distractions and maintain professionalism.

### 2. Confidentiality and Privacy

- **Sensitive Information:** Do not share sensitive or confidential information via email unless it is encrypted and secure.
- **Data Protection:** Follow all applicable data protection laws (e.g., GDPR) when handling personal data.

### 3. Compliance with Laws

- **Legal Compliance:** Ensure all email communications comply with relevant laws and regulations, including anti-spam laws.
- **Document Retention:** Follow the NGO's document retention policy for emails that may need to be archived for legal or compliance reasons.

### 4. Email Security

- **Password Protection:** Use strong, unique passwords for email accounts and change them regularly.
- **Phishing Awareness:** Be cautious of phishing attempts and do not click on suspicious links or attachments.
- **Secure Connections:** Use secure connections (e.g., VPN) when accessing email from outside the office.

### 5. Internal Communication

- **CC and BCC Usage:** Use CC and BCC appropriately to ensure privacy and relevance of email recipients.
- **Chain of Command:** Follow the NGO's chain of command for official communications to avoid miscommunication and ensure proper authorization.

### 6. External Communication

- **Official Representation:** Only authorized individuals may communicate on behalf of the NGO.

- **Template Usage:** Use approved email templates for external communications to maintain consistency and professionalism.

## 7. Handling Legal and Policy Inquiries

- **Designated Contact:** Direct all legal and policy-related inquiries to a designated email address (e.g., legal@ngo.org or policies@ngo.org).
- **Response Protocol:** Follow a standard protocol for responding to legal and policy inquiries to ensure accuracy and consistency.

## 8. Email Retention and Backup

- **Retention Policy:** Retain emails for a specified period according to the NGO's retention policy.
- **Regular Backup:** Ensure regular backups of email data to prevent data loss.

## 9. Training and Awareness

- **Regular Training:** Provide regular training on email policies, security, and best practices.
- **Policy Updates:** Keep staff informed of any updates or changes to email policies.

## Sample Email Addresses for Law & Policies:

- **General Inquiries:** info@ngo.org
- **Legal Matters:** legal@ngo.org
- **Policy Questions:** policies@ngo.org
- **Compliance Issues:** compliance@ngo.org

By implementing these email policies, your NGO can maintain professionalism, ensure legal compliance, and protect sensitive information.

## SOCIAL MEDIA LINKS:

- <https://www.facebook.com/vidya.vyk/>
- <https://www.instagram.com/accounts/edit/>

## Internal Policies of NGOs

- **Mission and Values:** Clearly defining the organization's mission, vision, and core values that guide its activities and decision-making.
- **Governance Structure:** Establishing roles and responsibilities of the board of directors or trustees, including governance policies and procedures.

- **Financial Management:** Policies for budgeting, financial reporting, and internal controls to ensure transparency and accountability.
- **Human Resources:** Guidelines on hiring practices, employee code of conduct, performance evaluations, and grievance procedures.
- **Ethics and Code of Conduct:** Standards of ethical behavior, conflict of interest policies, and whistleblower protections.
- **Program Management:** Protocols for program planning, implementation, monitoring, and evaluation.
- **Fundraising and Resource Mobilization:** Strategies and guidelines for fundraising activities, donor relations, and use of funds.
- **Risk Management:** Policies to identify, assess, and mitigate risks to the organization's operations and reputation.
- **Privacy and Data Protection:** Policies to safeguard sensitive information of beneficiaries, donors, and employees.
- **Communications and Advocacy:** Guidelines for external communications, media relations, and advocacy efforts.