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CSE E-mail Policy

The Calcutta Stock Exchange Ltd. is referred as CSE in this policy documents. The purpose of this email policy is to ensure the proper use of CSE's email system and make users aware of what CSE deems as acceptable and unacceptable use of its email system. The company reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately. The Scope of this policy is also applicable to CSE's wholly owned subsidiary CSE Capital Markets Private Limited (CCMPL).

LEGAL RISKS

Email is a business communications tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that you are aware of the legal risks of email:

- If you send or forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and the company can be held liable.
- If you unlawfully forward confidential information, you and the company can be held liable.
- If you unlawfully forward or copy messages without permission, you and the company can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and the company can be held liable.

By following the guidelines in this policy, you can minimize the legal risks involved in the use of email. For further information on why it is important that you adhere to company email policy rules, please visit

LEGAL REQUIREMENTS

The following rules are to be strictly adhered to. It is **prohibited** to:

- **Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks or any other message that is inappropriate and/or has the potential to cause harm, embarrassment or legal implications to CSE. If you receive an email of this nature, you must promptly notify your supervisor.**
- Forward a message with sensitive information without acquiring permission from the sender first.
- Forward business sensitive emails originating from either CSE or customer domains to any free public email domains such as BUT NOT LIMITED TO Gmail, Yahoo, Hotmail etc.
- Send unsolicited email messages.
- Send email messages using another person's email account.
- Copy a message or attachment belonging to another user without permission of the originator.
- Use personal email addresses in any business communication as contact addresses for conducting CSE business operations including marking a copy of any business sensitive email to any personal email address.

STAYING SAFE

- **Beware of viruses:**
 - Do not click on any links or open any attachments of unsolicited or suspicious looking emails. These messages could infect your computer with a virus.
- **Beware of phishing:**
 - If you receive an email from a bank or any other institution, asking you to click on a link and update your details, **DO NOT CLICK** on the link. Do not be fooled if the sender appears to have some of your private details. This information can be obtained through

Facebook, Linked-in and other social media websites. Instead, go to the company website by typing in the URL in a web browser, or call the company.

- **Filtering:**
 - Emails exchanged with other Internet domains from all CSE domains should be subjected to necessary anti-spam and anti-virus checks at the source and gateway levels, with suitable technology controls to implement Data Leak Prevention, if possible.

BEST PRACTICES

CSE considers email as an important means of communication and recognizes the importance of proper email content in conveying a professional image. Users should take the same care in drafting an email as they would for any other communication. Therefore the company wishes users to adhere to the following email guidelines:

- **Writing emails:**
 - Write well-structured emails and use short, descriptive subjects.
 - CSE's email style is informal. This means that sentences can be short and to the point. You can start your email with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smileys however, is not encouraged.
 - Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer below)
 - Users should spell check all mails prior to transmission.
 - Do not send unnecessary attachments. Compress attachments larger than 5 MB before sending them.
 - If you need to send files of over 10 MB, do not send these via email; use alternate methods for sending the files.
 - Writing emails in capitals is discouraged.
 - Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
 - Only mark emails as important if they really are important.
- **Newsgroups:**
 - Users need to request permission from their supervisor before subscribing to a newsletter or news group.
- **Maintenance:**
 - Delete any email messages that you do not need to have a copy of, and set your email client to automatically empty your 'deleted items' on closing.
 - Take backup of your email folder in hard disk at least weekly basis so that your important official mail communications are kept safe.
 - Due to shortage of disk space in mail server, CSE uses POP3 server technology to download all mails to local computer hard disk of the user and keeping only seven days mail in server after download to local mail client as a copy.
 - Backing of computers inbox folder and sent item folders are very important.
 - Users are sole responsible for their own mails. So backing up of their mail folders is their responsibility too.

PERSONAL USE

Although the company's email system is meant for business use, CSE allows limited personal usage if it is reasonable and does not interfere with work. However the sending of chain letters, junk mail, jokes and executables is prohibited. All messages distributed via the company's email system are company property.

CONFIDENTIAL INFORMATION

Avoid sending credit card details, PAN, or other confidential information via email. If you need to send confidential information, check with your supervisor for safe methods.

PASSWORDS

Use a combination of words, numbers and special characters for passwords. All passwords must be made known to the company through a sealed envelopes to the respective departmental heads. The use of passwords to gain access to the computer system or to secure specific files does not provide users with an expectation of privacy in the respective system or document.

ENCRYPTION

Users may not encrypt any emails without obtaining written permission from their supervisor. If approved, the encryption key(s) must be made known to the company.

EMAIL RETENTION

All the official emails are property of CSE and the users must keep a backup of their emails in their respective desktops for future reference whenever needed. The email clients as used by the users (like Outlook Express, MS Outlook, Thunderbird, MS Mail etc.) contains an email store folder, which needs to be backed up regularly (preferably once in a week). As CSE uses hosted email service, the mails are simultaneously kept in the hosted server and users are requested not to keep more than 7 days of emails in the server. As CSE uses POP3 method for email clients, emails are downloaded in the local computer and once downloaded, the emails would get deleted from the server to save disk space, but is dependant on the email client software configuration. CSE recommends not to keep emails in the server form more tha 7 days.

ATTACHMENT SIZE

An attachment not more than 25MB can be sent through email as a limitation for saving mail hosting space and bandwidth. Attachment more than 25MB can be broken into smaller sized multiple attachments and sent.

EMAIL ACCOUNTS

All email accounts maintained on our email systems are property of the company. Passwords should not be given to other people and should be changed preferably once a month.

SYSTEM MONITORING

Users expressly waive any right of privacy in anything they create, store, send or receive on the company's computer system. The company can, but is not obliged to, monitor emails without prior notification. If there is evidence that you are not adhering to the guidelines set out in this policy, the company reserves the right to take disciplinary action, including termination and/or legal action.

DISCLAIMER

The following disclaimer will be added to each outgoing email:

'This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the

IT department. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. Finally, the recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.'

QUESTIONS

If you have any questions or comments about this Email Policy, please contact IT department or Asis Maity, CRO, 9836900216, asismaity@cse-india.com. If you do not have any questions CSE presumes that you understand and are aware of the rules and guidelines in this Email Policy and will adhere to them.

DECLARATION

I have read, understand and acknowledge receipt of the Email Policy. I will comply with the guidelines set out in this policy and understand that failure to do so might result in disciplinary or legal action.

Signature: _____

Date: _____

Printed Name: _____

Version Control History

Version Change Date: 03/11/2022

Version Number: 1.2

Changes:

1. At the end of bullet no. 1 the clause “or any other message that is inappropriate and/or has the potential to cause harm, embarrassment or legal implications to CSE.”, have been added after “obscene remarks”.
2. Forward business sensitive emails originating from either CSE or customer domains to any free public email domains such as BUT NOT LIMITED TO Gmail, Yahoo, Hotmail etc. Point has been added under Legal Requirement..
3. Use personal email addresses in any business communication as contact addresses for conducting CSE business operations including marking a copy of any business sensitive email to any personal email address. The point has been added under Legal Requirement.
4. **Filtering:** Emails exchanged with other Internet domains from all CSE domains should be subjected to necessary anti-spam and anti-virus checks at the source and gateway levels, with suitable technology controls to implement Data Leak Prevention, if possible. This point has been added under Staying Safe.
5. Correction made for OPO Server to POP3 Server in Maintenance section

Version Change Date: 17/05/2023

Version Number: 1.3

Changes:

1. The scope of this policy has been extended to CCMPL also in the initial overview paragraph like: ‘The Scope of this policy is also applicable to CSE’s wholly owned subsidiary CSE Capital Markets Private Limited (CCMPL).’

Version Change Date: 05/12/2024

Version Number: 1.4

Changes:

1. Induction of CRO in policy review
2. Replacement of contact person and number
3. Introducing attachment size section