

# ONE Mail Direct DORMANT ACCOUNT Policy & Procedure

One Mail Solution

## Purpose/Objective

The purpose of this ONE Mail Dormant Account Policy and Procedure (“**Policy**”) is to set out eHealth Ontario’s (the “**Agency**”) policy and processes related to ONE Mail Direct Dormant Accounts, defined below.

Please note that this Policy is for informational purposes, and the terms of the Agreement between clients and the Agency shall take precedence over this Policy.

## Scope

The scope of this Policy includes ONE Mail Direct Accounts that are accessible through the ONE ID authentication credential.

## Definitions

In addition to any additional terms defined within the body of this Policy, the following definitions apply throughout:

“**Account**” means a ONE Mail Direct e-mail account provided to an End User registered with eHealth Ontario, including an address book for storing contact information, a calendar for storing appointments, a tool for tracking tasks and an e-mail box.

“**Agreement**” means the ONE Mail Direct agreement or schedule in place between eHealth Ontario and ONE Mail Direct clients.

“**Client**” means an individual or organization that has signed an Agreement with the Agency to receive the ONE Mail Direct service provided through the Agency’s infrastructure, including the registration and enrolment of End User(s) for the ONE Mail Direct service.

“**Client Content**” means all information, data, code or other materials that an End User uploads, stores, transmits, receives or processes in connection with their ONE Mail Direct Account.

“**Deactivate**” means to either Delete or to Disable an Account.

“**Delete**” means, in relation to an Account, to: (a) remove the ability for the End User to login to the Account; (b) remove the End User from the ONE Mail directory; (c) restrict the ability to send or receive e-mails from or to the Account; and (d) delete the Client Content associated with the Account.

**“Disable”** means, in relation to an Account, to: (a) remove the ability for the End User to login to the Account; (b) remove the End User from the ONE Mail directory; (c) restrict the ability to send e-mails from the Account; and (d) preserve or archive the Client Content associated with the Account.

**“End User”** means the individual that has been identified and registered by the Agency; enrolled in the ONE Mail Direct service, provided an Account, and issued authentication credentials, including a user name and password, to access and use the ONE Mail Direct service. The End User may be a Representative of a Client or the Client themselves.

**“Local Registrant Agent”** means an individual that is a Representative of Client that has been delegated responsibility as the local registration authority for the performance of tasks associated with validating the identity, registering, enrolling into the ONE Mail Direct service (and other sponsored services), and managing End Users which are within the scope of his or her authority as delegated by eHealth Ontario. Note that not all Clients have a Local Registration Agent for the ONE Mail Direct service (the appointment of a Local Registration Agent depends on the deployment model).

**“Representative”** means, in the case of eHealth Ontario or a Client, any directors, officers, employees, agents, subcontractors (including service providers and consultants) to either eHealth Ontario or Client, as the case may be, as well as the directors, officers, employees or agents of any subcontractors, of each such party.

**A Dormant Account is a ONE Mail Direct Account that falls into one of the following two categories:**

- (a) **Non-Activated Account:** means an Account that has never been activated via login by an End User within 6 months of the creation of that Account, and that is not a Flagged Account; or
- (b) **Inactive Accounts:** means an Account that has not been logged into by an End User for a period of time greater than or equal to 13 months from the last login date, and that is not a Flagged Account.

**ONE Mail Policy for managing Dormant Accounts:**

- 1) **Non-Activated Accounts:** Thirty calendar days after a Dormant Account Notice has been given to the Client and End User, Client’s Non-Activated Accounts may be Deleted by eHealth Ontario.
- 2) **Inactive Accounts:** Ninety calendar days after a Dormant Account Notice has been sent to the Client and End User, an Inactive Account may be Disabled by eHealth Ontario.

The Agency offers the option for Clients to “Flag” an Account, as described below, to prevent an otherwise Dormant Account from being Deactivated. The Local Registration Agent/Client/End User (depending on the deployment model and terms of the Agreement) will have the opportunity to review

any Accounts that are classified as Dormant, and if they wish to protect any Account from Deletion or being Disabled (with the Client Content archived), they may mark the Account as 'Flagged', as described below. This will protect the Account, regardless of use, for a period of one year. After that time, it will be marked a Dormant Account once again.

### **Flagged Accounts**

Flagged Accounts are defined as those ONE Mail Direct Accounts that have been temporarily exempted from the Dormant Account status, by the Local Registration Agent or Client, as applicable, in writing in accordance with the terms of the Agreement. Flagging a ONE Mail Direct Account is designed to keep an otherwise Dormant Account active due to a leave of absence or other temporary absence by the End User.

### ***Dormant Account Process***

eHealth Ontario reserves the right to Deactivate (i.e. Disable or Delete), in accordance with the terms and conditions of the Agreement, any ONE Mail Direct Account, including the Client Contents of the Account (such as the contents of the mailbox, contacts, calendar), that has been classified as a Dormant Account and that is not a Flagged Account, in accordance with the following:

- a) **Non-Activated Accounts.** eHealth Ontario will send a notice of Dormant Account ("**Dormant Account Notice**") to each End User's Non-Activated Account via e-mail, and to Client's Local Registration Agent in accordance with the notice provisions of the Agreement. The Dormant Account Notice for a Non-Activated Client Account will state that the End User's eHealth Ontario Account has been identified as a Dormant Account and that such Account will be Deleted unless a Reactivation Notice from Client is received by eHealth Ontario within thirty (30) calendar days of the date the Dormant Account Notice is deemed to be received by Client ("**Thirty-Day Expiry Period**"). Where eHealth Ontario sends a Dormant Account Notice for a Non-Activated Account associated with Client and a Reactivation Notice is not received from Client by eHealth Ontario within the Thirty-Day Expiry Period, the Non-Activated Account may be Deleted by eHealth Ontario after the Thirty-Day Expiry Period.
- b) **Inactive Accounts.** eHealth Ontario will send a Dormant Account Notice to each End User's Inactive Account via e-mail, and to Client's Local Registration Agent and/or Client in accordance with the terms of the Agreement. The Dormant Account Notice will state that the End User's Account has been identified as a Dormant Account and will be Disabled, unless a Reactivation Notice from the Client is received by eHealth Ontario within ninety (90) calendar days of the date the Dormant Account Notice was deemed to be received by the Client ("**Ninety-Day Expiry Period**"). Where eHealth Ontario sends such a Dormant Account Notice for an Inactive Account, and a Reactivation Notice is not received by eHealth Ontario from Client within the Ninety-Day Expiry Period, the Inactive Account may be Disabled after the Ninety-Day Expiry Period.

- c) **Flagged Accounts.** eHealth Ontario will not include client's Flagged Accounts in any Dormant Account Notices provided to a Client or to End Users sponsored by a Client.

***Reactivation Notice***

A Reactivation Notice for Dormant Accounts includes any of the following:

- (a) Notice from Client or Client's Local Registration Agent (depending on the deployment model and terms of Agreement) to eHealth Ontario at [onemailinfo@ehealthontario.on.ca](mailto:onemailinfo@ehealthontario.on.ca) to have one or more Dormant Accounts listed in the Dormant Account Notice marked as Flagged Account(s) for a period of time specified by Client or Client's LRA, as applicable, which may not be greater than one calendar year from the date the Reactivation Notice is received by eHealth Ontario; or
- (b) Login by the End User into the ONE Mail Direct Account that has been identified as a Dormant Account within the Thirty-Day Expiry Period for Non-Activated Accounts or within the Ninety-Day Expiry Period for Inactive Accounts.

***Flagging an Account***

Client or Client's Local Registration Agent (depending on the deployment model) may, at any time during the term of the Agreement, designate an eHealth Ontario Account as a Flagged Account by providing written notice to eHealth Ontario at [onemailinfo@ehealthontario.on.ca](mailto:onemailinfo@ehealthontario.on.ca) specifying the eHealth Ontario Account to be designated as a Flagged Account, and the period of time such Account is to be marked as a Flagged Account, provided that an eHealth Ontario Account may not be flagged for a period of time greater than one (1) calendar year.