

Instant Messaging Policy

Purpose

This document establishes the corporate policy and standards for using and managing instant messaging (IM) at Landstar Title Agency, Inc..

Policy

Messages on Landstar Title Agency, Inc. IM systems are considered company records. Landstar Title Agency, Inc. reserves the right to examine or disclose such messages for any reason at any time, with or without prior notice. All other policies and standards for computerized communications at Landstar Title Agency, Inc. must also be adhered to for instant messaging.

Instant Messaging

IM is a form of real-time electronic communication via typed text between 2 or more people connected over a network.

Security Standards

All IM clients and servers

- *Must* be configured to archive all messages for 180 days
- *Must* remain updated with the latest security patches provided by the system vendor
- *Must* use encryption to prevent eavesdropping

Private Customer Data

The IM system must not be used to transmit private customer or confidential company information without proper authorization.

Obtaining IM Logs

Requests for IM logs must be approved by management and received before the logs are deleted. HR reserves the right to bypass the standard process for requesting logs.

Violation of Policy

Failure to adhere to all requirements stipulated in this policy and all related documents may result in disciplinary actions, up to and including

- Immediate removal of any applicable hardware/software/access to the Landstar Title Agency, Inc. computer network or business systems
- Formally reporting the incident to Landstar Title Agency, Inc. senior management
- Termination of employment
- Any other action deemed necessary by Landstar Title Agency, Inc. senior management

Review

Landstar Title Agency, Inc. has voluntarily adopted this policy for its sole and exclusive use. This policy and all related documents will be reviewed annually or as needed based on prevailing business conditions.

Approved

Kenneth Warner, Esq., Vice President and Senior Counsel

Revision History

Version Number	Revised Date	Effective Date	Approved By	Brief Change Summary