

CONTENTS

CLAUSE		PAGE
1	POLICY STATEMENT.....	1
2	WHO IS COVERED BY THE POLICY?.....	1
3	THE SCOPE AND PURPOSE OF THE POLICY.....	1
4	PERSONNEL RESPONSIBLE FOR IMPLEMENTATION OF THE POLICY.....	2
5	EQUIPMENT SECURITY AND PASSWORDS.....	2
6	SYSTEMS AND DATA SECURITY.....	3
7	E-MAIL ETIQUETTE AND CONTENT.....	4
8	USE OF THE INTERNET.....	5
9	PERSONAL USE OF SYSTEMS.....	5
10	MONITORING OF USE OF SYSTEMS.....	6
11	INAPPROPRIATE USE OF EQUIPMENT AND SYSTEMS.....	7

1 POLICY STATEMENT

- 1.1 The Heath Family Multi Academy Trust's IT and communications systems are intended to promote effective communication and working practices within the Heath Family Multi Academy Trust. This policy outlines the standards you must observe when using these systems, the circumstances in which the Heath Family Multi Academy Trust will monitor their use, and the action the Heath Family Multi Academy Trust will take in respect of breaches of these standards.
- 1.2 In particular, remember that you are representatives of the Heath Family Multi Academy Trust and all communication through our systems (whether by telephone, e-mail or otherwise), must be conducted in an appropriate manner.
- 1.3 This policy does not form part of any employee's contract of employment and may be amended at any time.

2 WHO IS COVERED BY THE POLICY?

- 2.1 This policy covers all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees, casual and agency staff and volunteers (collectively referred to as **staff** for the purposes of this policy only).
- 2.2 Third parties who have access to the Heath Family Multi Academy Trust's IT and communication systems are also required to comply with this policy.

3 THE SCOPE AND PURPOSE OF THE POLICY

- 3.1 This policy deals mainly with the use (and misuse) of computer equipment, e-mail, the internet, telephones, smart phones such as BlackBerries, personal digital assistants (PDAs) and voicemail. It also applies to the use of fax machines, copiers, scanners, CCTV, and electronic key fobs and cards.
- 3.2 Misuse of IT and communications systems can damage the business and reputation of the Heath Family Multi Academy Trust.
- 3.3 All staff must comply with this policy at all times to protect the Heath Family Multi Academy Trust's IT and communications systems from unauthorised access, misuse, and harm. Breach of this policy may be dealt with under the Heath Family Multi Academy Trust's Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

4 PERSONNEL RESPONSIBLE FOR IMPLEMENTATION OF THE POLICY

- 4.1 The Heath Family Multi Academy Trust has overall responsibility for the effective operation of this policy, but has delegated day-to-day responsibility for its operation to the [Principal/Head Teacher].
- 4.2 The [IT Officer] will deal with requests for permission or assistance under any provisions of this policy, subject to their primary tasks of maintaining the Trust's/School's/Academy's core systems, and may specify certain standards of equipment or procedures to ensure security and compatibility.
- 4.3 All management have a specific responsibility to operate within the boundaries of this policy, ensure that all staff understand the standards of behaviour expected of them and to take action when behaviour falls below its requirements.
- 4.4 All staff are responsible for the success of this policy and should ensure that they take the time to read and understand it. Any misuse of our electronic communications systems or equipment should be reported to the Principal/Head Teacher. Questions regarding the content or application of this policy should be directed to the Principal/Head Teacher.

5 EQUIPMENT SECURITY AND PASSWORDS

- 5.1 Staff are responsible for the security of the equipment allocated to or used by them, and must not allow it to be used by anyone other than in accordance with this policy.
- 5.2 If given access to the e-mail system or to the internet, staff are responsible for the security of their terminals. If leaving a terminal unattended or on leaving the office they should ensure that they lock their terminal or log off to prevent unauthorised users accessing the system in their absence. Staff without authorisation should only be allowed to use terminals under supervision.
- 5.3 Desktop PCs and cabling for telephones or computer equipment should not be moved or tampered with without first consulting the [IT Officer].
- 5.4 Passwords are unique to each user and must be changed regularly to ensure confidentiality. Passwords must be kept confidential and must not be made available to anyone else unless authorised by the Principal/Head Teacher. For the avoidance of doubt, on the termination of employment (for any reason) staff must provide details of their passwords to the Principal/Head Teacher and return any equipment, key fobs or cards.
- 5.5 Staff who have been issued with a laptop, PDA or smart phones such as a Blackberry must ensure that it is kept secure at all times, especially when travelling. Passwords must be used to secure access to data kept on such equipment to ensure that confidential data is protected in the event of

loss or theft. Staff should also be aware that when using equipment away from the workplace, documents may be read by third parties, for example, passengers on public transport.

6 SYSTEMS AND DATA SECURITY

- 6.1 Staff should not delete, destroy or modify existing systems, programs, information or data which could have the effect of harming our Heath Family Multi Academy Trust or exposing it to risk.
- 6.2 Staff should not download or install software from external sources without authorisation from the [IT Officer]. This includes software programs, instant messaging programs, screensavers, photos, video clips and music files. Incoming files and data should always be virus-checked before they are downloaded. If in doubt, staff should seek advice from the [IT Officer]. The following must never be accessed from the network: online radio, audio and video streaming, instant messaging and webmail (such as Hotmail or Yahoo) and social networking sites (such as Facebook, Bebo, Second Life, YouTube, Twitter) unless prior approval is sought from the Principal/Head Teacher and access is required for the furtherance of their work responsibilities. This list may be modified from time to time.
- 6.3 No device or equipment should be attached to our systems without the prior approval of the [IT Officer]. This includes any USB flash drive, MP3 or similar device, PDA or telephone. It also includes use of the USB port, infra-red connection port or any other port.
- 6.4 The Heath Family Multi Academy Trust monitors all e-mails passing through our system for viruses. Workers should exercise caution when opening e-mails from unknown external sources or where, for any reason, an e-mail appears suspicious (for example, if its name ends in .ex). The [IT Officer] should be informed immediately if a suspected virus is received. The Heath Family Multi Academy Trust reserves the right to block access to attachments to e-mails for the purpose of effective use of the system and for compliance with this policy. The Heath Family Multi Academy Trust also reserves the right not to transmit any e-mail message.
- 6.5 Staff should not attempt to gain access to restricted areas of the network, or to any password-protected information, unless specifically authorised.
- 6.6 Staff using laptops or Wi-Fi enabled equipment must be particularly vigilant about its use outside the office and take any precautions required by the [IT Officer] from time to time against importing viruses or compromising the security of the system. The system contains information which is confidential to our business and/or which is subject to data protection legislation. Such information must be treated with extreme care and in accordance with the Heath Family Multi Academy Trust's Data Protection Policy.

7 E-MAIL ETIQUETTE AND CONTENT

- 7.1 E-mail is a vital tool, but an informal means of communication, and should be used with great care and discipline. Staff should always consider if e-mail is the appropriate method for a particular communication. Correspondence with third parties by e-mail should be written as professionally as a letter. Messages should be concise and directed only to relevant individuals.
- 7.2 Staff must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, or otherwise inappropriate e-mails. Anyone who feels that they have been harassed or bullied, or are offended by material received from a colleague via e-mail should inform their Line Manager.
- 7.3 Staff should take care with the content of e-mail messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract. Staff should assume that e-mail messages may be read by others and not include anything which would offend or embarrass any reader, or themselves, if it found its way into the public domain.
- 7.4 E-mail messages may be disclosed in legal proceedings in the same way as paper documents. Deletion from a user's inbox or archives does not mean that an e-mail cannot be recovered for the purposes of disclosure. All e-mail messages should be treated as potentially retrievable, either from the main server or using specialist software.
- 7.5 In general, staff should not:
- 7.5.1 send or forward private e-mails at work which they would not want a third party to read;
 - 7.5.2 send or forward chain mail, junk mail, cartoons, jokes or gossip;
 - 7.5.3 contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding e-mails to those who do not have a real need to receive them;
 - 7.5.4 agree to terms, enter into contractual commitments or make representations by e-mail unless appropriate authority has been obtained. A name typed at the end of an e-mail is a signature in the same way as a name written at the end of a letter;
 - 7.5.5 download or e-mail text, music and other content on the internet subject to copyright protection, unless it is clear that the owner of such works allows this;
 - 7.5.6 send messages from another worker's computer or under an assumed name unless specifically authorised; or

The Heath Family Multi Academy Trust
Information and Communications Systems Policy

7.5.7 send confidential messages via e-mail or the internet, or by other means of external communication which are known not to be secure.

7.6 Staff who receive a wrongly-delivered e-mail should return it to the sender.

8 **USE OF THE INTERNET**

8.1 When a website is visited, devices such as cookies, tags or web beacons may be employed to enable the site owner to identify and monitor visitors. If the website is of a kind described in paragraph 11.2, such a marker could be a source of embarrassment to the visitor and the Trust/Academy/School, especially if inappropriate material has been accessed, downloaded, stored or forwarded from the website. Such actions may also, in certain circumstances, amount to a criminal offence if, for example, the material is pornographic in nature. This is further considered under inappropriate use of equipment and systems at paragraph 11.

8.2 Staff should therefore not access any web page or any files (whether documents, images or other) downloaded from the internet which could, in any way, be regarded as illegal, offensive, in bad taste or immoral. While content may be legal in the UK, it may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

8.3 Staff should not under any circumstances use the Trust's/School's/Academy's systems to participate in any internet chat room, post messages on any internet message board or set up or log text or information on a blog or wiki, even in their own time unless they are doing so in furtherance of their work responsibilities with the prior approval of the Principal/Head Teacher.

9 **PERSONAL USE OF SYSTEMS**

9.1 The Heath Family Multi Academy Trust permits the incidental use of internet, e-mail and telephone systems to send personal e-mail, browse the internet and make personal telephone calls subject to certain conditions set out below. Personal use is a privilege and not a right. It must be neither abused nor overused and the Heath Family Multi Academy Trust reserves the right to withdraw its permission at any time.

9.2 The following conditions must be met for personal usage to continue:

9.2.1 use must be minimal and take place substantially out of normal working hours (that is, during lunch hours, before 9 am or after 4 pm);

9.2.2 personal e-mails must be labelled **personal** in the subject header;

The Heath Family Multi Academy Trust
Information and Communications Systems Policy

- 9.2.3 use must not interfere with business or office commitments;
- 9.2.4 use must not commit us to any marginal costs; and
- 9.2.5 use must comply with our policies including the Social Media, Equal Opportunities and Anti-harassment Policy, Data Protection Policy and Disciplinary Procedure.

9.3 Staff should be aware that personal use of the Heath Family Multi Academy Trust's systems may be monitored and, where breaches of this policy are found, action may be taken under the Heath Family Multi Academy Trust's Disciplinary Policy. The Heath Family Multi Academy Trust reserves the right to restrict or prevent access to certain telephone numbers or internet sites if personal use is considered to be excessive.

10 MONITORING OF USE OF SYSTEMS

10.1 The [Trust's/School's/Academy's] systems enable the [Trust/School/Academy] to monitor telephone, e-mail, voicemail, internet and other communications. For business reasons, and in order to carry out legal obligations in the [Trust's/School's/Academy's] role as an employer, use of the [Trust's/School's/Academy's] systems including the telephone and computer systems, and any personal use of them, is continually monitored by **[PLEASE DETAIL HOW THE SCHOOL WILL MONITOR SUCH SYSTEMS IE BY X PROGRAMME OR THROUGH THE SCHOOL'S EXTERNAL IT PROVIDERS ETC]**. Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes.

10.2 A CCTV system monitors the exterior of the building **[PLEASE DETAIL ANY ADDITIONAL AREAS THAT WILL BE MONITORED BY ANY SUCH CCTV]** 24 hours a day. This data is recorded.

10.3 The [Trust/School/Academy] reserves the right to retrieve the contents of messages or check searches which have been made on the internet for the following purposes (this list is not exhaustive):

- 10.3.1 to monitor whether the use of the e-mail system or the internet is legitimate and in accordance with this policy;
- 10.3.2 to find lost messages or to retrieve messages lost due to computer failure;
- 10.3.3 to assist in the investigation of wrongful acts; or
- 10.3.4 to comply with any legal obligation.

11 INAPPROPRIATE USE OF EQUIPMENT AND SYSTEMS

- 11.1 Access is granted to the internet, telephones and other electronic systems for legitimate business purposes only. Incidental personal use is permissible provided it is in full compliance with the Heath Family Multi Academy Trust's rules, policies and procedures (including this policy, the Social Media, Equal Opportunities and Anti-harassment Policy, Data Protection Policy and Disciplinary Policy).
- 11.2 Misuse or excessive use or abuse of our telephone or e-mail system, or inappropriate use of the internet in breach of this policy will be dealt with under the Heath Family Multi Academy Trust's Disciplinary Policy. Misuse of the internet can, in certain circumstances, constitute a criminal offence. In particular, misuse of the e-mail system or inappropriate use of the internet by participating in online gambling or chain letters or by creating, viewing, accessing, transmitting or downloading any of the following material will amount to gross misconduct (this list is not exhaustive):
- 11.2.1 pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
 - 11.2.2 offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
 - 11.2.3 a false and defamatory statement about any person or organisation;
 - 11.2.4 material which is discriminatory, offensive, derogatory or may cause embarrassment to others;
 - 11.2.5 confidential information about us or any of the Heath Family Multi Academy Trust's staff, pupils or parents (including that which you do not have authority to access);
 - 11.2.6 any other statement which is likely to create any liability (whether criminal or civil, and whether for you or the Heath Family Multi Academy Trust); or
 - 11.2.7 material in breach of copyright.

Any such action will be treated very seriously and is likely to result in summary dismissal.

- 11.3 Where evidence of misuse is found a more detailed investigation may be undertaken in accordance with the Heath Family Multi Academy Trust's Disciplinary Procedure, involving the examination and disclosure of monitoring records to those nominated to undertake the investigation and any witnesses or managers involved in the Disciplinary Procedure. If necessary such information may be handed to the police in connection with a criminal investigation.

**The Heath Family Multi Academy Trust
Information and Communications Systems Policy**
