

ICT - Acceptable use policy

Rationale

The Social Media Internet, Email and Computer Use Policy ('Policy') relates to the Catholic Education Northern Territory ('CENT') employees. Information, communication and technology (ICT) resources are provided to staff for the purpose of assisting them to conduct their work efficiently and effectively. Users of CENT's ICT resources have a responsibility to ensure that their use is legal, ethical and complies with CENT's aims, objectives and values.

This policy sets out the standards of behaviour expected of employees using CENT's ICT resources, or when making reference to CENT on external sites.

Commencement

This Policy will replace the previous issued policy relating to use of CENT's computers, internet and email facilities and access to social media platforms and social networking sites (whether written or not).

Scope

The Policy relates to all full-time, part-time and casual employees of CENT, as well as contractors, temporaries and subcontractors working for or on behalf of either a company or any associated companies in the CENT workplace ('CENT Contractors').

The Policy also applies to CENT Employees and CENT Contractors' participation in social media inside or outside of any CENT workplace and includes use of a Contractor's or an Employee's own device.

This Policy applies to all people who use CENT's computer network by any means ('users') and also applies to users who contribute to external blogs and sites that identify themselves as associated with CENT.

Definitions

'Blogging' means the act of using web log or 'blog'. A blog is a frequently updated website featuring diary-style commentary, audio-visual material and links to articles on other websites.

'CENT's ICT resources' CENT's networks, system software and hardware, CENT's intranet, extranet, mail systems, computer systems, software, servers, desktop computers, printers, scanners, portable computers, tablets, leased notebook computers, mobile phones, portable storage devices including digital cameras and USB memory sticks, hand held devices (for example personal digital assistants or PDAs) and other ICT storage devices.

'Computer' includes all laptop computers and desk top computers.

'Computer network' includes all CENT's networks, system software and hardware, internet, email and computer facilities which are used by users, inside and outside working hours, in the workplace of CENT or at any other place while performing work for CENT. It includes, but is not limited to, desktop computers, laptop computers, Blackberry's, Palm Pilots, PDAs, other handheld electronic devices, smart phones and similar products, and any other means of accessing CENT's email, internet and computer facilities, (including, but not limited to, a personal home computer or personal electronic devices such as iPads, Tablets, Blackberry's, Palm Pilots, PDAs, other personal handheld electronic devices, smart phones and similar products.

'Confidential Information' includes but is not limited to intellectual property of CENT; non-public information about the organisation and affairs of CENT such as: pricing information such as internal cost and pricing rates, production scheduling software, special supply information; marketing or strategy plans; exclusive supply agreements or arrangements; commercial and business plans; commission structures; contractual arrangements with third parties; tender policies and arrangements; financial information and data; sales and training materials; technical data; schematics; proposals and intentions; designs; policies and procedures documents; concepts not reduced to material form; information which is personal information for the purposes of privacy law; and all other information obtained from CENT or obtained in the course of working or providing services to CENT that is by its nature confidential.

'Copyright material' Material belonging to a third party can include without being limited to software, database files, documentation, cartoons, articles, graphics, text and downloaded information.

'Electronic communications' email, instant messaging and any other material sent electronically.

'Hand Held Device' includes all such devices which are used by CENT Employees and CENT Contractors, inside and outside working hours, in the workplace of CENT (or a related corporation of CENT) or at any other place. Such devices include, but are not limited to, mobile phones, Blackberrys, Palm Pilots, PDAs, iPhones, tablets, iPads, other handheld electronic devices, smart phones and similar products, and any other device used to access social networking sites or a social media platform.

'ICT use' All aspects of the use of CENT's ICT resources including:

- publishing and browsing on the internet;
- downloading or accessing files from the internet or other electronic sources
- email
- electronic bulletins/notice boards
- electronic discussion/news groups
- weblogs ('blogs');
- social and professional networking (e.g. use of Facebook, Myspace, Twitter)
- LinkedIn
- YouTube
- file transfer
- file storage
- file sharing
- video conferencing

- streaming media
- instant messaging
- online discussion groups and 'chat' facilities
- subscriptions to list servers, mailing lists or other like services
- social commerce posting, like product or experience reviews
- copying, saving or distributing files
- viewing material electronically
- printing material
- Other electronic devices

'Intellectual Property' means all forms of intellectual property rights throughout the world including copyright, patent, design, trade mark, trade name, and all Confidential Information and including know-how and trade secrets.

'Malware' is an abbreviation of "malicious software" and means software programs designed to cause damage and other unwanted actions on a computer system. Common examples include computer viruses, worms, spyware and Trojans.

'Offensive or inappropriate material' Material that is pornographic, bullying, harassing, hateful, racist, sexist, abusive, obscene, discriminatory, offensive or threatening. This includes sexually-orientated messages or images and messages that could constitute sexual harassment.

'Person' includes any person, company, partnership, association, trust, business, or other organisation or entity of any description and a person's legal personal representative(s), successors, assigns or substitutes.

'Personal information' Personal information can include photos, addresses and phone numbers, information about where and when a person works, in-house procedures, or routines, or anything else that could compromise individual and collective staff safety or that of Catholic schools.

'Personal use' is all non-work-related use and includes internet usage, SMS, MMS and private emails.

'Social Networking Site' and **'Social Media Platform'** includes but is not limited to Facebook, My Space, Bebo, Friendster, Flickr, LinkedIn, XING, Blogger, WordPress, YouTube, Twitter, Yahoo Groups, Google Groups Whirlpool, Instant Messaging Services, Message Board, Podcasts, 'Wikis' (e.g. Wikipedia) and other similar sites.

'Users' All staff who use email, internet and other electronic communications provided by CENT, either during or outside working hours, including the use of remote access facilities.

Principles

1. Be honest in your usage.

Users are entitled to use CENT computer network only for legitimate business purposes however users are permitted to use CENT's computer network for limited and reasonable personal use. Any such personal use must not interfere with the efficient business operations of CENT or relate to a personal business of the user,

impact upon the user's work performance, CENT resources or violate this or any other CENT Policy.

CENT gives no warranty or assurance about the confidentiality or privacy of any personal information disclosed by any user in the course of using the computer network for the user's personal purposes.

2. Be accurate, truthful and considerate in your posts.

Staff members should be constructive, provide appropriate content, and think about the impact of their comments on CENT, Catholic schools, other employees and the Catholic community. Words matter, especially when CENT staff members discuss topics related to the business of education.

3. Take responsibility for your words.

All staff must take responsibility for what they write and/or publish. Staff members will be held personally accountable for comments deemed to be defamatory, obscene, or libellous in the Director's reasonable opinion, whether they pertain to CENT, another organisation or another person. **Assume that anyone can see what you post.**

The internet is fully searchable, which means that anyone with an internet connection –including Catholic teachers, students, parents and your employer – can find even the most obscure information.

4. Monitor your use.

Staff members should ensure that personal use of CENT's ICT resources does not interfere with CENT work commitments.

5. Be safe.

Staff should be careful about posting personal information online, whether it is information about themselves, other employees or school personnel.

6. Maintain security of the networks.

CENT ICT resources are made available to staff on the understanding that they observe any guidelines to protect the security of the systems.

Procedures

1. Responsibilities

- 1.1 As the owner of CENT's ICT resources, CENT can be held vicariously liable for its improper usage. In light of the substantial legal obligations, it is incumbent on CENT as the employing authority to ensure appropriate usage of the network, software and copyright, and to monitor user compliance with this policy.

- 1.2 Although CENT cannot guarantee the protection of individuals against the existence or receipt of material that may be offensive to them, it undertakes to take every reasonable attempt to protect them against invasions of privacy and other possible dangers associated with the use of the organisation's computer and electronic communication networks.
- 1.3 It is the responsibility of CENT as the provider of the electronic communications to ensure that users receive:
 - 1.4 a copy of this policy
 - 1.5 regular and timely advice about this policy
 - 1.6 updates and amendments to this policy when and if they occur.
- 1.7 By using CENT's ICT resources, users acknowledge their responsibility to comply with the principles and requirements outlined in this policy and understand the consequences of breaching the policy.

2. Work purposes and other use

- 2.1 Use of CENT's ICT resources are provided for CENT work-related purposes and must be used in accordance with this and CENT's other policies.
- 2.2 Users are permitted to use CENT's ICT resources for personal reasons only if such use is reasonable and kept to a minimum, does not interfere with CENT functions or with the user's duties and responsibilities to CENT. Such use is subject to the requirements outlined in this policy.
- 2.3 Large data downloads or transmissions should be minimised to ensure the performance of CENT ICT resources for other users is not adversely affected. Where a user has caused CENT to incur costs for excessive downloading of non-work related material, CENT may seek reimbursement or compensation from the user for all or part of these costs.

3. Illegal and prohibited use

CENT's ICT resources must not be used in any manner contrary to the law or likely to contravene the law. Electronic communications are subject to the full range of laws, including the laws of harassment, defamation, discrimination, privacy and copyright, as outlined below.

3.1 Harassment

- 3.1.1 CENT's ICT resources must not be used to send, publish or distribute messages that are harassing, obscene or threatening, nor may messages contain discriminatory, offensive or disruptive content. This includes sexually oriented messages and material or images and sexually harassing messages.

Users should be aware of and comply with the CENT's *Discrimination, Bullying and Harassment Policy (2012)*.

3.2 Defamation

- 3.2.1 CENT's ICT resources must not be used to *send or publish material that* defames an individual, organisation, association, company or business. The consequences of a defamatory comment may be severe and give rise to personal and/or CENT liability. Electronic communications may be easily copied, forwarded, saved, intercepted or archived. The audience of an electronic message may be unexpected and widespread.

3.3 Discrimination

- 3.3.1 The content, style and tone of all messages and references to persons should avoid any comments or remarks that could be interpreted as distasteful or discriminatory. Such messages that deal with political or religious beliefs, or with material that could be perceived as offensive or provocative on the basis of sex, race, age, religion, national origin, disability, physical appearance or sexual orientation are not to be transmitted, downloaded or stored.

3.4 Confidentiality and privacy

- 3.4.1 CENT employees must not disclose personal or confidential information to which they have access unless required by CENT or the Territory or Commonwealth law to do so. In such cases, disclosure must comply with relevant privacy guidelines. All users should be aware that there is significant potential for breaches of privacy and security when using electronic communications.
- 3.4.2 As email is not a secure means of communication, emails are not private. Whilst every attempt is made to ensure the security of the CENT network, users must be aware that this security is not guaranteed.
- 3.4.3 Caution needs to be exercised in the disclosure of personal information through emails. CENT employees who in the course of their work have access to email and attachments concerning other people must take precautions to avoid invading individuals' privacy without their knowledge.
- 3.4.4 Where email involves the use of sensitive addresses, it is recommended that users make use of the Bcc field in their email program.
- 3.4.5 Any statement made by staff members, whether made online or offline or through images, videos or sound files, related to or referencing Catholic Education in the Diocese of Darwin regardless of the media or forum used, must comply with this and other CENT policies and procedures.
- 3.4.6 Any internet-based conversation about Catholic Education or the Catholic Church, Catholic religion or Catholic ethos should focus on publicly-known information. If a staff member is not sure whether something is appropriate to post, they should consult their Manager/Principal.

3.4.7 Users must not use CENT's computer network gives the impression of or is representing, giving opinions or making statements on behalf of CENT without the express authority of CENT. Further, users must not transmit or send CENT's documents or emails (in any format) to any external parties or organisations unless expressly authorised to do so.

3.5 Copyright infringement

3.5.1 When downloading or copying any material, attention needs to be paid to the copyright conditions specified on the material.

3.5.2 Copyright material must not be distributed through email or any other electronic medium i.e. uploaded to a website on the internet or on an intranet, or on a physical medium such as USB stick, SD card, optical disc without specific authorisation to do so. Distributing copyright material by email increases the risk of copyright infringement and may give rise to personal and/or CENT liability, despite the belief that the use of such material was permitted.

3.5.3 Any employee who intentionally breaches copyright may be referred to the relevant authority and their employment may be terminated.

3.5.4 Users should be aware of and comply with the requirements of the Australian copyright laws. See www.smartcopying.edu.au

3.6 In relation to email, the following is not permitted:

- use of school contacts on Microsoft Outlook for personal use or gain.
- use of non-CENT accounts (such as Bigpond, Hotmail) for CENT business.
- use of the Director's email address without approval.

3.7 If in doubt about particular usage of CENT's ICT resources in relation to copyright, users should seek advice from the IT Manager - Research & Development.

4. Representing CENT in social media

4.1 In consideration of the type of business of CENT, any comments about or in connection with CENT made in a Social media platform must be factual and consistent information with CENT's goals and objectives. This means protecting commercially sensitive information in accordance a CENT Employee's contract of employment and a CENT Contractor's contract for service.

4.2 All CENT Employees and CENT Contractors are restricted from making comments on behalf of CENT or using CENT's branding, (including the corporate logo, internal logo and registered trademarks), in any Social media platform unless otherwise authorised.

4.3 Only the following CENT Employees are authorised to speak on behalf of CENT on Social media platforms:

[Name of employee] TBA

[Name of employee] TBA

[Name of employee] TBA

- 4.4 CENT recognises that circumstances may arise in which CENT Employees and CENT Contractors make mention of CENT in social media.
- 4.5 Unless authorised by CENT, any comments made by CENT Employees and CENT Contractors must contain a disclaimer that they are not representing CENT and do not have authority to speak on behalf of CENT, and the views of the CENT Employee/CENT Contractor do not represent the views of CENT.

5. Acknowledgement

All CENT Employees and CENT Contractors acknowledge that:

- a) they are not to make comments which might reflect negatively on CENT's reputation or make deliberately false or misleading claims about CENT, or its products or services. Any recognised inaccurate comments must have all reasonable efforts made by the CENT Employee or CENT Contractor to correct the statement;
- b) they must not disclose confidential or commercially sensitive information about CENT including CENT's Confidential Information or Intellectual Property. This obligation continues after the employment or engagement ceases;
- c) they must not endorse or cite any client, partner or supplier of CENT without the explicit prior permission of the [NameofDirectorMedia];
- d) they must observe the relevant privacy, defamation and copyright laws; and
- e) they must comply with relevant discrimination laws and CENT policies that relate to discrimination and harassment.

6. Material posted by others

- 6.1 Inappropriate or disparaging content and information stored or posted by others (including non-employees) in the social media environment may also damage CENT's reputation.
- 6.2 If you become aware of any such material which may damage CENT or its reputation, you must immediately notify your manager and [Name of Director Media] on [Contact of Director Media].

7. External social media platforms

- 7.1 When using external Social Media Platforms, including, but not limited to, social networks and Blogging sites, CENT Employees and CENT Contractors should not disparage or make adverse comments about CENT, any CENT Employee or any CENT Contractor. This includes where such comments are made whilst a CENT Employee or CENT Contractor is contributing to a Social Media Platform using a CENT computer and internet resources and similarly whilst using a non-CENT computer or hand held device.

- 7.2 If it comes to CENT's attention that a CENT Employee or CENT Contractor has made inappropriate and/or unauthorised comments about CENT or a CENT Employee or CENT Contractor, CENT may choose to take action against such person as outlined in the Policy. Action will not be limited to contributions made on a Social Media Platform whilst using CENT computer and internet resources but may include action taken as a consequence of inappropriate and/or unauthorised contributions made about CENT, a CENT Employee or CENT Contractor via a non-CENT computer or Hand Held Device.

8. CENT employees' and CENT contractors' responsibilities

- 8.1 CENT Employees and CENT Contractors are personally responsible to report any inaccurate, misleading or deceptive information they encounter about CENT and its products and services to the [Name of Director Media].

9. Warning

- 9.1 Apart from the potentially adverse effects a blog or social networking entry may have on CENT, inappropriate blogs on internal or external sites can also have adverse consequences for a CENT Employee or CENT Contractors in terms of future career prospects, as the material remains widely and permanently accessible to other site users.

- 9.2 CENT may use and disclose an Employee's or Contractor's social media posts where that use or disclosure is:

- a) for a purpose related to the employment of any employee or related to CENT's business activities; or
- b) use or disclosure to a law enforcement agency in connection with an offence; or
- c) use or disclosure in connection with legal proceedings; or
- d) use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any person or substantial damage to property.

- 9.3 While users are permitted to use CENT's computer network for limited and reasonable personal use, Employees and Contractors must be mindful that any information (personal or other) they disclose while using CENT's computer network may be used and/or disclosed as provided for in clause 9.2 above. An Employee or Contractor is taken to have consented to the use and disclosure of any information (personal or otherwise) that is disclosed during personal use of CENT's computer network.

10. Access and monitoring

- 10.1 Electronic communications created, sent or received using CENT's ICT resources are the property of CENT and may be accessed by a person authorised by CENT in the case of an investigation, including in relation to investigations following a suspected breach of this policy. Electronic

communications may also be subject to discovery in litigation and criminal investigations.

10.2 With respect to email, CENT conducts the following monitoring procedures:

- a copy of emails into and out of CENT is stored, for archival purposes
- emails can be checked by the system administrator and/or the IT Manager – Research & Development to ensure compliance with CENT Policy.

10.3 With respect to the internet, CENT records all attempts to access sites on the internet. Filtering software used by CENT blocks all sites deemed inappropriate. A breach report can be produced identifying any blocked site and the name of the person attempting to access the site.

11. Security

11.1 Users are requested to be mindful of the potential for viruses and security breaches occurring as a result of sending or opening improper email communications and accessing electronic material on the internet. While virus protection software is in place, observance of reasonable precautions is critical. These include deleting email received from an unknown sender, attachments without messages, or email with generic subjects or attachments.

11.2 Electronic and web communications are potential delivery systems for computer malware. All data, programs and files which are downloaded electronically or attached to messages should be scanned by an anti-virus program before being launched, opened or accessed.

11.3 Malware has the potential to seriously damage CENT ICT resources. Do not open any attachments or click on any links embedded in an email unless you have confidence in the identity of the sender.

11.4 Users are accountable for all use of CENT's ICT resources that have been made available to them or leased to them for work purposes and all use of CENT ICT resources performed with their user-ID. Users must maintain full supervision and physical control of CENT's ICT resources, including notebook computers, at all times. User-IDs and passwords must be kept secure and confidential. Users must not allow or facilitate unauthorised access to CENT's ICT resources through the disclosure or sharing of passwords or other information designed for security purposes. Therefore users will be held accountable for all content on their CENT owned devices.

11.5 For security reasons confidential information must not be left on computer screens when workstations are unattended.

11.6 It is possible that communications may be modified to reflect a false message, sender or recipient. In these instances an individual may be unaware that he or she is communicating with an impostor or receiving fraudulent information. If a user has a concern with the contents of a message received or the identity of the publisher of the electronic information, action should be taken to verify their identity by other means. If a user believes an electronic communication has been intercepted or modified, the user's manager/Principal should be informed.

- 11.7 Active sessions are to be terminated when access is no longer required and computers secured by password when not in use.
- 11.8 If problems related to the security of CENT's ICT resources are detected, an immediate referral to the IT Manager – Research & Development is essential.

12. Records management

- 12.1. Staff using email must ensure that official records of the School/CEO continue to be maintained.
- 12.2. Users are responsible for the content and maintenance of their own electronic mailboxes.
- 12.3. Retention of email messages fills up large amounts of storage on the network and can slow down performance. As few messages as possible should be maintained in a user's mail box. Messages for archive should be kept in separate archive files stored on the user's network home or shared drive.

13. Disclaimer

- 13.1. All email sent externally will automatically include CENT's/School's official disclaimer.
- 13.2. The disclaimer should not be altered or interfered with in any way. The use of this disclaimer may not necessarily prevent CENT or the sender from being held liable for the contents of an email, therefore care should be taken to ensure that email is used in strict compliance with this policy.

14. Complaints

- 14.1 If staff wish to make a complaint because they believe they have been subject to an inappropriate use of CENT's ICT network, they should raise it with their manager/Principal. If their manager/Principal is the subject of their complaint, they should raise it with the manager/Principal, IT Services

15. Breaches of this policy

- 15.1 CENT employees and contractors must comply with the requirements of this Policy. Any breach of the Policy may result in disciplinary action, including, but not limited to, issue of a warning, demotion, suspension or termination of employment (or, for CENT Contractors, the termination or non-renewal of their contract for service).
- 15.2 Any user who becomes aware of misuse of the CENT network has a responsibility to report it to the IT Manager – Research & Development.
- 15.3 Users who breach this policy without good reason may:
 - be required to attend appropriate counselling or interviews, and/or
 - have access to email and internet removed, and/or
 - subject himself/herself or others to legal liability.

15.4 Wilful access to blocked sites, especially where these sites are pornographic, or repeated breaches of this policy, may lead to termination of employment.

Other related policies

- CENT Discrimination, Bullying and Harassment Policy (2012)
- CENT Cyberbullying Policy 2012
- CENT Digital communication, staff conduct and student safety guidelines 2013
- CENT Sharers of the Vision
- TRB Teaching Standards

Acknowledgements

- *Catholic Education Office, Melbourne*

CENT - February 2015