

## **Information Computer Technology (ICT) Policy**

**(For staff, volunteers, committee members and service users)**

### **Introduction**

This policy applies to all users of Dyslexia Cornwall's Information Computer Technology and Telecoms equipment/systems including: PCs, laptops, tablets, printers, photocopiers, portable storage devices (memory sticks) video conference facilities and telephones of all types. This list is not exhaustive and any new ICT equipment/systems will be subject to this policy.

As use of the internet becomes more widespread, for the protection of Dyslexia Cornwall, clients and the staff/ volunteers it is necessary to set out guidelines for internet use. Staff and volunteers should read these guidelines carefully. Abuse of the internet may lead to disciplinary action being taken. Service users will be made aware of these guidelines through posters and leaflets clearly displayed at all ICT Work Stations.

### **The following general principles should be adopted:**

The use of electronic communication and information retrieval is no more than the addition of another medium.

**The same behavioural and professional standards are expected of staff, volunteers and service users as are the case with traditional written communications, the telephone and face to face meetings.**

- Be polite. Do not be abusive in messages to others.
- Use appropriate language.
- Remember that you are a representative of Dyslexia Cornwall and that you are using a non-private network.

### **Acceptable Internet Uses**

#### **Staff and volunteers**

As a general principle, internet access is provided to staff and volunteers to support work related activities. The following list is not intended to be a definitive list, but sets out broad areas of use that Dyslexia Cornwall considers to be acceptable uses of the internet:

- To provide communication within Dyslexia Cornwall via email or the website

- To provide communication with other organisations/businesses for professional and educational purposes
- To distribute electronic copies of Dyslexia Cornwall's newsletter and service updates
- To distribute details regarding Dyslexia Cornwall's meetings
- To provide electronic methods of communication
- To research/obtain information beneficial to Dyslexia Cornwall
- Any other use that directly supports work related functions

## **Unacceptable Internet Uses**

### **Staff and volunteers**

The following uses will be regarded as not acceptable:

- In contravention of the Data Protection Act 1988 and General Data Protection Regulation (GDPR) 2018 and principles.
- In contravention of the Computer Misuse Act and its principles\*
- In ways that contravene the Human Rights Act
- Using the computer to perpetrate any form of fraud, or software, film or music piracy
- To access, store or transmit material that is racial, sexual, homophobic or other harassment to others
- To solicit personal information with the intent of using such information to cause harm.
- Entering into a commitment on behalf of Dyslexia Cornwall (unless you have explicit permission to do this).
- To access, store or transmit material that contains obscene, hateful, pornographic, abusive or otherwise illegal material.
- Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence.
- Hacking into unauthorised areas.
- Transmit spam (electronic junk mail) or chain mail
- Participate in Chain Schemes (such as pyramid selling)
- Publishing defamatory and/or knowingly false material about Dyslexia Cornwall, your colleagues or our clients on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format.

- Revealing confidential information about Dyslexia Cornwall in a personal online posting, upload or transmission - including financial information and information relating to our clients, staff or internal discussions
- Undertaking deliberate activities that waste staff effort or networked resources.
- Intentionally introducing any form of malicious software into the Dyslexia Cornwall's network
- To disrupt the work of other users. This includes the propagation of computer viruses and use of the internet.
- For personal use, other than as permitted by the Dyslexia Cornwall

\*The Computer Misuse Act 1990 is a law passed by the British government. It was introduced to try to fight the growing threat of hackers and hacking. The law has three parts. In the U.K., it is now a crime to access a computer without permission.

## **Internet and equipment usage**

### **Service users and clients**

- Services Users will only be able to access the Dyslexia Cornwall's computer systems and internet under the direct supervision of a staff member or volunteer.
- Service Users are responsible for good behaviour on the internet just as they are in any public space.
- The general rules of behaviour expected by Dyslexia Cornwall apply to ICT Usage.
- Services users will only be able to access public sites and will have no direct access to the Dyslexia Cornwall's internal computer systems
- The internet is mainly provided for service users to assess their learning needs and research resources to support their presenting learning needs.
- Any service user under 18 years old will require their parent's/carer's permission to use Dyslexia Cornwall's ICT resources.

## **Use of Dyslexia Cornwall's email accounts**

### **Staff and volunteers**

- Whenever e-mail is sent, it should be from an official work email address which includes the sender's name, job title and standard Dyslexia Cornwall information.

- Every user is responsible for all mail originating from their user ID (e-mail address).
- Forgery or attempted forgery of electronic mail is prohibited.
- Attempts to read, delete, copy or modify the e-mail of other users are prohibited.
- Attempts to send junk mail and chain letters are prohibited.
- If you receive e-mail from outside Dyslexia Cornwall that you consider to be offensive or harassing, speak to your line manager (harassing internal e-mail will be dealt with under the Dyslexia Cornwall 's guidelines).
- You should be aware that, in the event of Dyslexia Cornwall being involved in legal proceedings, any relevant e-mails (including internal e-mail) may have to be disclosed, on the same basis as is the case for written documents.

### **Accessing a Dyslexia Cornwall email account via a personal or other work based computer.**

#### **Staff and volunteers**

- Accessing a Dyslexia Cornwall email account via a personal or other work based computer is permitted provided that the computer complies with the Dyslexia Cornwall's Security Policy (see below).
- You will need to ensure that the device is secured by a password at all times. For additional security it is recommended that you log out after accessing your Dyslexia Cornwall email account.
- Your Dyslexia Cornwall email account must be password protected at all times i.e. do not allow "remember me", and remember to log out at the end of the session.
- All reasonable care must be taken to prevent unauthorised access to confidential information.
- If in any doubt, please seek advice from your line manager.

Dyslexia Cornwall email accounts should not be accessed on ICT equipment in a public place, i.e. internet café.

### **Access to Social Networking Sites to support Dyslexia Cornwall**

#### **Staff and Volunteers**

Social media applies to blogs, microblogs like Facebook, Twitter, Bebo, LinkedIn, videos, MySpace, social networks, discussion forums, wikis, etc.

When Social Media is used to support the work of the Dyslexia Cornwall the acceptable and unacceptable uses outline above must be adhered to and the following guidelines should be followed:

- Do not "speak" for Dyslexia Cornwall unless you have express permission to do so, this covers all comments relating to Dyslexia Cornwall
- Protect yourself and Dyslexia Cornwall from identity theft
- Dyslexia Cornwall's policy is that you are not allowed to be 'friends' with clients with whom you work or have worked with in the past unless there are exceptional circumstances.

## **Personal use of ICT equipment belonging to Dyslexia Cornwall**

### **Staff and volunteers**

If a volunteer or staff member has been provided with ICT equipment belonging to Dyslexia Cornwall, the charity permits the use of that equipment, for personal internet, social media access and email, both on and off Dyslexia Cornwall work premises. However, any personal access must be outside of work time, must not interfere with your or others day-to-day duties and must not incur a cost to Dyslexia Cornwall (i.e. exceeding mobile contract etc.).

If in any doubt refer to your line manager.

In individual circumstances volunteers who have been provided with ICT equipment belonging to Dyslexia Cornwall, may also be permitted to store personal data. This must be agreed by the Trustees and must not incur a cost to the charity.

When using ICT equipment belonging to Dyslexia Cornwall for personal use, the acceptable and unacceptable uses outline above must be adhered to and the following guidelines should be followed:

- Personal access should not be in view of service users, and you are reminded to log out or 'lock' the screen immediately upon leaving your mobile phone or PC, even if only for a short while
- Do not "speak" for Dyslexia Cornwall unless you have express permission to do so, this covers all comments relating to the charity
- Protect yourself from identity theft
- If you can be linked to Dyslexia Cornwall, act appropriately. This includes photos and status updates

- Dyslexia Cornwall's policy is that you are not allowed to be 'friends' with clients with whom you work or have worked with in the past unless there are exceptional circumstances and you have permission to do so
- Ensure your settings are on private and only you and YOUR friends can see them.
- Remember that colleagues may see your online information
- Remember that information/data may still be accessed even after it has been deleted and that your personal information may still be accessible when your equipment is handed back to Dyslexia Cornwall.

If in any doubt, please seek advice from your line manager.

## **ICT Security**

Dyslexia Cornwall's ICT systems and data will be protected using appropriate security arrangements outlined below:

- Passwords protect access to ICT systems and should not be revealed or shared with any other person (other than authorised by Dyslexia Cornwall) and that all reasonable care is taken to prevent unauthorised access to confidential information. Where a password has to be shared, e.g. to power on a device or access an internal network, users must take special care to ensure that it is not disclosed to any person who does not require access to the device or network.
- All password should be "strong" (alpha-numeric and include upper and lowercase letters and, if required for additional security, symbols)
- Power-on passwords are required for all devices including: PCs, laptops, tablets, portable storage devices (memory sticks) and mobile phones.
- Passwords should be memorised. If an infrequently used password needs to be written, this record must be stored securely.
- Passwords should be changed frequently.
- A password must be changed if it is affected by a suspected or actual breach of security or if there is a possibility that such a breach could occur, such as
- When a password holder leaves Dyslexia Cornwall or when a password may have become known to a person not entitled to know it.
- Passwords should not be saved in any sort of web browser log on page.
- In order to ensure that essential services and facilities are restored as quickly as possible following an ICT system failure, backup copies of stored data will

be taken at regular intervals. Dyslexia Cornwall data is continuously backed up.

- Current and up to date anti-virus software is applied to all Dyslexia Cornwall's ICT systems.
- All users should take precautions to avoid malicious software that may destroy or corrupt data, e.g. checking all incoming email attachments or internet downloads for malicious software before use, and should be made aware of how to recognise and handle email hoaxes.
- Every ICT user to be made aware that any suspected or actual computer virus infection must be reported immediately to their Line Manager, who must take appropriate action, including arranging removal of the source of infection.
- In the event of a virus infection on the network, the machine(s) must be disconnected immediately and appropriate action taken before reconnection.
- Dyslexia Cornwall will ensure operating systems are updated with critical security patches as soon as these are available and ensure that there is a mechanism in place for keeping all operating systems up to date.
- If a machine, or its permanent storage (usually a disk drive), is required to be repaired by a third party the significance of any data held must be considered. If data is particularly sensitive, it must be removed from hard disks and stored on other media for subsequent reinstallation.
- Where we wish to allow cross network traffic Dyslexia Cornwall will ensure that there are adequate security measures in place to preserve the confidentiality, integrity and availability of sensitive data.
- Where we use Wireless LANs they will be configured for encryption of network traffic and with no broadcast to prevent unauthorized access to personal data.
- Dyslexia Cornwall complies with the Data Protection Act 1988 and General Data Protection Regulation (GDPR) 2018 and ensures that personal information is stored and disposed of securely.
- Disposal of Information and Equipment Disposal of waste information and ICT media such as print-outs, CDs, memory sticks and magnetic tape will be carried out in a secure manner to ensure that the information contained cannot be recovered or reconstructed.
- Prior to the transfer or disposal of any ICT equipment Dyslexia Cornwall must ensure that any personal data or software is obliterated from the machine.

When a member of staff or volunteer leaves the organisation, and/or is requested to return Dyslexia Cornwall equipment, any equipment held by that person must be returned within three weeks. Failure to do so without having contacted the charity with a valid explanation, may result in the items being reported as stolen.

### **Disciplinary Actions and Sanctions**

Disciplinary action may be taken against staff and volunteers who contravene these guidelines, in accordance with Dyslexia Cornwall's disciplinary procedures.

All services users who contravene these guidelines will be asked to leave the premises and forfeit their rights to access Dyslexia Cornwall services on a temporary or permanent basis. If aged under 18 parents/ carers will be informed of the situation.

Depending on the severity of the contravention Dyslexia Cornwall reserves the right to report the offence to the relevant authorities (e.g., police or local authority).

### **Monitoring and review**

The Board of Trustees, will regularly review the operation of this policy.

**This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 4<sup>th</sup> May 2018

Next review due: May 2019