

IT, Internet and Email Policy

(To be read in conjunction with the **Social Media Policy and Telephone Policy**)

Policy overview

This policy sets out clear guidelines and boundaries regarding the use of email, internet, computer software and hardware.

North Rocks Pre School provides electronic facilities to support our business and the provision of services to both staff and clients. You are required to use the electronic facilities provided, such as email and internet, in a sensible manner.

What do I need to do?

You need to read the policy carefully. You will receive some education on the policy and how it is implemented during your time here at North Rocks Pre School . Your Manager is available to assist with any queries you may have relating to the policy.

Policy and further information

To the extent that the contents of the IT, Internet and Email Policy refers to obligations on North Rocks Pre School , they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

Your manager is available to assist with any queries you have relating to the policy.

IT, Internet and Email Policy

Purpose and scope

This policy outlines the acceptable uses of email and internet within North Rocks Pre School and is applicable to all employees and contractors, as well as any other persons having access to North Rocks Pre School 's IT hardware and software.

The primary purpose for which access to email and the internet is provided by North Rocks Pre School to its staff is to assist them in carrying out their duties.

Approved uses

The computer and telecommunications system belongs to North Rocks Pre School and may only be

used for authorised business purposes. North Rocks Pre School allows staff to use its resources for limited personal use on the understanding that this use conforms to this policy.

Email, internet and telecommunications usage

Personal texting, emails, internet usage, Facebook and other social media are to be kept to a minimum as per the relevant policies. It is essential that staff also read and comply with the Social Media policy.

Personal texting, email and internet use that interferes with the performance of your duties is prohibited.

Excessive amounts of time spent on personal texting, emails and personal internet use is also prohibited. If you are working in a children's room, you are not permitted to use your phone for personal reasons except in the case of an emergency.

Except in the course of a person's duties or with the express permission of the Manager, the email access provided may **not** be used for:

- Personal commercial purposes;
- Sending unsolicited bulk emails;
- Disseminating confidential information of North Rocks Pre School ;
- Knowingly causing interference with or disruption to any network, information, service, equipment or any employee;
- Disseminating personal contact information North Rocks Pre School 's children, families or employees without their written consent; and
- Knowingly causing any other person to view content which could breach any laws.

All devices should be password protected. Passwords are allocated by North Rocks Pre School 's IT Administrator, and you are required to provide details to North Rocks Pre School 's IT Administrator or Manager upon request. You must keep your passwords private and confidential and not share passwords with others. You should ensure your computer is locked or logged off at the end of each day or when leaving your computer.

Internet policy

The purpose of this policy is to provide a framework to ensure that the expectations and rules relating to the use of internet within North Rocks Pre School are clear.

Authorised staff are encouraged to make use of the internet as part of their professional activities.

Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in North Rocks Pre School name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, may result in an individual being subject to disciplinary action up to and including dismissal.

North Rocks Pre School will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- Accessing websites which put North Rocks Pre School at risk of viruses, compromising copyright or intellectual property rights;
- Using social media in breach of North Rocks Pre School social media policy;
- Connecting, posting or downloading any information unrelated to their employment and, in particular, pornographic or other offensive material; and
- Engaging in computer hacking and other related activities, or attempting to disable or compromise the security of information contained on North Rocks Pre School computers.

You are reminded that these activities may constitute a criminal offence as well as a breach of North Rocks Pre School policies.

Social media

Please refer to the Social Media Policy.

Email

The use of the work email system (work email) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to North Rocks Pre School . However, inappropriate use can cause a number of problems, including distractions, time wasting and legal issues. The IT, Internet and Email Policy sets out North Rocks Pre School position on the appropriate use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary dismissal.

Contents of emails

Email from a North Rocks Pre School email address is considered correspondence from North Rocks Pre School . It has the same legal implications for both the sender and North Rocks Pre School as correspondence on letterhead, and should be treated accordingly.

You and/or North Rocks Pre School may be liable for what you say in an email message and therefore, good judgement, common sense and careful discretion are required.

Work email is available for communication and matters directly concerned with the legitimate business of North Rocks Pre School . Employees using work email should:

- Comply with North Rocks Pre School communication standards;
- Only send emails to those to whom they are relevant;
- Not use email as a substitute for face-to-face communication or telephone contact where appropriate;
- Not send inflammatory emails (i.e. emails that are rude or abusive);
- Be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- If the email is confidential, ensure that the necessary steps are taken to protect confidentiality; and
- Be aware that offers or contracts transmitted by email may be legally binding on North Rocks Pre School .

North Rocks Pre School will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- Any messages that could constitute bullying, harassment or discrimination;
- Personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- On-line gambling;
- Accessing or transmitting pornography;
- Social media for personal non-work related purposes;
- Transmitting copyright information and/or any software available to the user; or
- Posting confidential information about other employees, North Rocks Pre School or its customers or suppliers.

All electronic mail must be sent with a clear and correct identity as to who is sending the message.

The use of email to send or forward messages which are defamatory, obscene or otherwise inappropriate will be treated as misconduct under the appropriate disciplinary procedure. In serious cases this could be regarded as serious misconduct and lead to dismissal. If an employee receives an obscene or defamatory email, whether unwittingly or otherwise and from whatever source, he/she must not forward it to any other address.

Email content that may seem harmless to you may be offensive to someone else. You should be aware, therefore, that in determining whether an email falls within any of the categories listed above, or is generally inappropriate, North Rocks Pre School may consider the response and sensitivities of the recipient of an email, irrespective of the intention of the sender.

Cc'ing

Employees should exercise care not to copy emails automatically to all those copied in to the original message to which they are replying. Doing so may result in disclosure of confidential information to the wrong person.

Attachments

Employees should not attach any files that may contain a virus to emails, as North Rocks Pre School could be liable to the recipient for loss suffered. North Rocks Pre School has virus-checking in place but, if in doubt, employees should check with their Manager.

Employees should exercise care when receiving emails with attachments from third parties, particularly unidentified third parties, as these may contain viruses.

Housekeeping

Please delete old or unnecessary email messages and save, print or archive only those email messages you need to keep.

Emails relating to children should be retained in that child's file.

Retention of messages fills up large amounts of storage space on the network server and can slow down performance. You should maintain as few messages as possible in your mailbox folders.

Absence from the office

It is important that all emails, particularly those from clients, are addressed promptly. While you are on leave you should ensure that your 'Out of Office' rule is switched on to alert those sending you

emails that you are on leave and are not currently receiving emails. This automated message should always provide an alternate contact. An example of a suggested format appears below:

"I am on leave and will be returning to work on [insert date here]. If your email or enquiry is urgent, please contact [insert alternate contact name here] on [insert relevant number here]."

Email subscriptions

Unless directly relevant to North Rocks Pre School 's business, users are not entitled to subscribe via North Rocks Pre School email address to MSN or other live chat programs.

Personal use of the internet

North Rocks Pre School understands that employees may on occasion need to use the Internet for personal purposes. Employees may access the Internet at work for personal purposes provided that personal use is kept to a minimum and does not affect the employee's productivity and that it is deemed appropriate content for a service to access. Employees are permitted to use Internet for personal purposes but should be aware that such personal usage will be subject to this policy and your Manager's permission. Personal use of the internet may be monitored and may be restricted.

Unacceptable use of email and internet

The laws relating to written communication also apply to email and other electronic messages including postings to websites, social networking/media and blogs. These include laws relating to defamation, libel, copywrite, obscenity, fraudulent misrepresentation, freedom of information and wrongful discrimination.

Sending, receiving, displaying, printing or otherwise disseminating material that is fraudulent, harassing, illegal, embarrassing, sexually explicit, obscene, intimidating or defamatory is strictly prohibited.

Consequences of unacceptable use of email and internet

North Rocks Pre School will review any alleged breach of this policy on an individual basis. If the alleged breach is of a serious nature, the person shall be given an opportunity to be heard in relation to the alleged breach. If the alleged breach is clearly established, the breach may be treated as grounds for dismissal. In all other cases, the alleged breach will be treated in accordance with North Rocks Pre School 's disciplinary policy.

Saving data on North Rocks Pre School 's network

Members of staff performing work on North Rocks Pre School laptops or tablets must ensure that such work is backed up on North Rocks Pre School 's network on a regular basis to ensure all data is captured and protected.

Any employee who is unsure how to back up work on North Rocks Pre School IT system should contact their Manager for assistance. The use of flash drives or other portable storage is prohibited unless specifically permitted by your Manager. Such storage devices should not contain material identifying children or families.

Copying data from North Rocks Pre School 's network

Information on North Rocks Pre School 's network is North Rocks Pre School 's property and, in many cases, may be information that is confidential to North Rocks Pre School and which must be protected and which should not be disseminated.

If an employee needs to copy data from North Rocks Pre School 's network for any reason and by any method, the employee must obtain their Manager's prior approval. Failure to obtain prior approval will be considered very serious and may result in disciplinary action.

Virus protection

In order to prevent the introduction of virus contamination into the software system, the following rules must be observed:

- Unauthorised software including public domain software, magazine cover disks/CDs or internet downloads must not be used; and
- All software must be virus checked using standard testing procedures before being used.

Software

Only software approved by North Rocks Pre School may be run on North Rocks Pre School 's computers, in accordance with the relevant licence. In the case of software not purchased by North Rocks Pre School from commercial suppliers (i.e.: shareware, freeware etc.) verification must be completed by the Manager prior to use, to maximise protection from viruses and compliance with copyright.

No software is to be used until cleared by the Manager.

Under no circumstances may North Rocks Pre School owned software be copied except by the Manager in accordance with the provisions of the software licence.

Importantly, the following steps apply:

- The introduction of new software must first of all be checked and authorised by management before general use will be permitted;
- Only software that is used for business applications may be used on North Rocks Pre School computer equipment; and
- No software may be brought onto or taken from North Rocks Pre School premises without prior authorisation.

Hardware

Only North Rocks Pre School owned hardware is to be attached to or used within the service computer network, unless verified by the Manager. These provisions are designed to protect North Rocks Pre School hardware and software from damage due to viruses or system incompatibility.

Importantly, the following rules apply:

- Only authorised staff are permitted access to North Rocks Pre School computer equipment;
- Unauthorised access to computing facilities may result in disciplinary action up to and including dismissal; and

Unauthorised copying and/or removal of computer equipment and/or software may result in

disciplinary action up to and including dismissal.

Firewall restrictions on access

A firewall restricting electronic access into and out of North Rocks Pre School is in place for the protection of North Rocks Pre School 's internal computers.

Wherever it has been possible to do so, the firewall will restrict ability to visit some web sites and operate certain software programs. Should an employee require access to any item that is restricted, they should speak to their Manager.

Staff are not permitted to act in a manner that breaches the protection of this firewall.

General

The terms and conduct described in this policy are not intended to be exhaustive, nor do they anticipate every possible use of North Rocks Pre School 's electronic facilities. Employees are encouraged to act with caution and take into account the underlying principles intended by this policy. If an employee is unsure of the appropriate action relating to use of any electronic facilities, they should contact their Manager in the first instance.

What happens if someone breaches this policy?

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of North Rocks Pre School . Depending on the circumstances, North Rocks Pre School may take disciplinary action against employees up to and including termination of employment.

Monitoring

Any and all data created, stored or transmitted upon North Rocks Pre School systems or produced by our staff remain North Rocks Pre School property at all times. North Rocks Pre School expressly reserves the right to monitor and review any data upon the systems, including your usage and history, on an intermittent basis without notice.

In addition to this, North Rocks Pre School has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor its systems, including but not limited to:

- Monitoring sites users visit on the internet;
- Monitoring time spent on the internet;
- Reviewing material downloaded or uploaded; and
- Reviewing emails sent and received.

Information reports will be available to North Rocks Pre School which can subsequently be used for matters such as system performance and availability, system capacity planning, cost re-distribution and the identification of areas for personal development.

For the avoidance of doubt, we reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with North Rocks Pre School policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring.

Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

Please answer the quiz below, in order to complete your understanding of this policy document.

Does the Internet and Email Policy apply to full time staff only? *

(select one option only)

- No
 Yes

Does “Electronic Facilities” refer to email and internet only? *

(select one option only)

- No
 Yes

Is it acceptable to download software on your computer for business use without approval from the Manager? *

(select one option only)

- No
 Yes

You have received an email from a colleague at work which you deem to be quite funny and harmless. You are not sure if everyone will find it harmless so you decide to send it around to only a few members of your team who you know will also find it harmless. Is this ok? *

(select one option only)

- No
 Yes

You have been working from home using North Rocks Pre School equipment and have been looking at websites that may be construed as inappropriate but as no one is around you believe you will not offend anyone. Is this suitable use of resources? *

(select one option only)

- No
 Yes

Can your emails sent from your work account be monitored by the Manager? *

(select one option only)

- No
 Yes

The use of email to send or forward inappropriate material may lead to termination of employment in certain circumstances. Is this correct? *

(select one option only)

- No
 Yes

It is ok to check my Facebook page and texts during quiet period whilst working in a Room? *

(select one option only)

- No
 Yes

Authorisation

Employee signature

Signed by Samantha Forster on 15-05-2018 09:22:23