

Internet and Email Usage Policy

1 Purpose and Scope

1.1 Purpose

This policy sets out the guidelines for acceptable use of Hyden Community Resource Centre computer systems, including the Internet, email system and social media by staff and volunteers.

1.2 Scope

The Internet, email system and social media are critical communication tools for business communications. All email messages and social media posts sent on Hyden Community Resource Centre computer equipment and on behalf of the Centre from other computers are official communications of the Centre.

Hyden Community Resource Centre recognises that staff, including volunteers, need access to the Internet, email system and social media to assist in the efficient and professional delivery of services.

Related Documents

The following documents either contain references to this policy or are referred to in it:

- Misconduct and Discipline Policy
- Computer Systems Policy
- Records and Archive Management Policy

2 Relevant Legislation

Privacy Act 1988

3 Policy

3.1 Business Access

- Hyden Community Resource Centre provides staff with access to the Internet and email to assist them in carrying out the duties of their role and to facilitate the conduct of the Centre's business.
- All staff shall ensure that work-based emails are sent using their staff electronic signature and that all emails provide the following statement at the end of the email:
This e-mail is solely for the named addressee and may be confidential. You should only read, disclose, transmit, copy, distribute, act in reliance on or commercialise the contents if you are authorised to do so. If you are not the intended recipient of this e-mail, please notify the sender by e-mail immediately and then destroy any copy of this message. Except where otherwise specifically stated, views expressed in this e-mail are those of the individual sender. Hyden Community Resource Centre does not guarantee that this communication is free of errors, virus, interception or interference.
- No staff may register a Hyden Community Resource Centre email address with another organisation or web site for the purpose of sending or receiving personal communications. This includes, but is not restricted to, social networking sites.

3.2 Email Records Management

- All email communication sent and received via Hyden Community Resource Centre's email system remains the property of the Centre and must be appropriately filed, stored, and managed in line with the Records and Archive Management Policy.

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3.3 Personal Access

- Extended use of the Internet for personal use will be charged to the staff member.
- While personal email messages remain in the system, they shall be considered to be in the possession and control of Hyden Community Resource Centre.

3.4 Monitoring of Access

- Hyden Community Resource Centre reserves the right to retrieve, monitor, or review any information in its electronic or communications system, including deleted messages or files, as allowed by legislation.
- If the Centre reasonably believes that a staff member is engaged in illegal activity or misconduct, the Centre may use electronic monitoring to produce evidence of that activity without prior notice to the staff.
- Since internet and email activities may be monitored, all staff using Hyden Community Resource Centre resources for accessing the internet or for the transmission or receipt of email shall have no expectation of privacy.

3.5 Prohibited Activities

Prohibited activities of the staff when using the Internet or email shall include, but not be limited to, accessing, posting, sending or arranging to receive the following:

- Information that violates state or federal laws, or organisation regulations.
- Sexually explicit or sexually-oriented, racist or offensive, malicious code, hacker or cracker websites or emails, or other material that the organisation has determined to be off-limits.
- Unsolicited commercial announcements or advertising material, chain letters, or mass mailings unless approved by the Manager in advance.
- Sensitive information being sent out of Hyden community Resource Centre without the Manager's authorisation.
- Any material that may defame, libel, abuse, embarrass, tarnish, present a bad image of, or portray in false light, Hyden Community Resource Centre, the recipient, the sender or any other person.
- Promoting or maintaining a personal or private business.
- Using non-work-related applications or software that occupy excess workstation or network processing time.
- If staff are aware of any sexually explicit behavior while using the internet and email, they are responsible to report the activity and the staff member to the manager immediately.

Where any user has any work-oriented reason for accessing any of the items listed above, they must obtain permission from the Manager.

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3.6 Security of Access

- Staff are responsible for safeguarding proprietary company information.
- Staff should not give their User IDs or passwords to unauthorised people.
- Staff are expected to log off all systems at the end of every business day or when their workstation is left unattended for an extended period of time.

3.7 Breaching of the Policy

- Responsibility for breaching the proper use of the Internet, email system and social media as per this policy lies with staff.
- Staff found breaching this policy will be responsible for any loss suffered by Hyden Community Resource Centre as a result.
- Any alleged breach of this policy will be dealt with according to the Hyden Community Resource Centre Misconduct and Discipline Policy.

4 Procedures

4.1 Business Access

4.1.1 Hyden Community Resource email address

- Emails sent to the Hyden Community Resource Centre's general email address should be monitored throughout the day.
- Emails should be responded to within 48 hours of receipt (except over the weekends, and when the Centre will be unattended for a period – in which case an out-of-office reply should be in force as per procedures below).
- If an email requires further action e.g. consultation with other staff, suppliers or the management committee, then a reply should be sent acknowledging receipt and stating you will be in further contact once the information/authorisation has been obtained.
- Give the sender an approximate timeframe for when this further communication will occur.
- Only print emails when required for hard copy filing, or for distribution to staff, volunteers and committee members without access to an email account.
- Emails should be filed in an appropriate folder in the inbox that replicates the computer filing system.

4.1.2 Email Communication

- Professional protocols for composing or replying to emails should be followed:
 - o Always include a salutation;
 - o Keep the wording professional and to the point;
 - o Avoid SMS-speak i.e. do not over abbreviate or use acronyms – the message must be understandable to those not familiar with such terms; and
 - o Do not use all CAPS. This is the email equivalent of shouting.
- If sending one email to a group of people or organisations use the bcc function, to maintain the privacy of all the recipients.
- Be open and transparent in your communications e.g. do not use the bcc function just to 'keep someone else informed'.

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4.1.3 Electronic Signature

- All staff will be required to adopt the Hyden Community Resource Centre's e-mail signature when communicating via the Centre's e-mail.

The Hyden Community Resource Centre's email signature is to contain:

- o The staff member's full name and position title;
- o The Hyden Community Resource Centre's name (in full);
- o The Hyden Community Resource Centre phone number;
- o The Hyden Community Resource Centre email and web address; and
- o The disclaimer as detailed in policy above.

4.1.4 Unattended Email Inbox

During periods that Hyden Community Resource Centre is not staffed, an "Out-of-Office" reply will be used. This reply is to state:

- The reason why Hyden Community Resource Centre is unattended e.g. School Holidays, Christmas;
- The date staff will again be in attendance at Hyden Community Resource Centre;
- The emergency contact person and their contact details (if required) and
- The Hyden Community Resource Centre will be in contact with the sender once staff return to the Centre.

4.1.5 Maintaining Security

- The Manager will orientate and induct new staff to the email system, including security measures in place.
- The Manager should spot check the system activities and review the information collected when a breach is suspected.

The following list identifies each system that monitors activity and the type of information monitored:

- o Computer network operating system:
 - Date and time Internet is accessed, location of the computer used to access the Internet, websites visited, searches performed and search engines used.
- o Electronic mail:
 - Messages composed, sent or received by staff.
- o Online research:
 - Date, time and duration of access;
 - User identification number; and
 - Searches performed.
- Only the authorised network administrator can access all documents, including emails, to review and restore deleted documents.
- If staff receive any inappropriate email, they should delete it immediately and avoid accessing any links or folders contained in the email. All junk/spam folders should be cleared regularly.

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4.2 Responsibilities

The management committee is responsible for providing effective Internet and email system to assist staff to conduct their duties in an efficient and professional manner.

All staff, including volunteers, have a responsibility to ensure correct use of Hyden Community Resource Centre's Internet and email system in line with the above policy.

5 Document History

Document name:			
Version number	Version date	Approved by	Description of changes
1.0	Date	Management Committee	Adopted

6 Approval

Name	
Position	
Signature	
Date	