



Email Acceptable Use Policy

Policy Statement

This Email Acceptable Use Policy (AUP) applies to all Association employees and workers (including temporary employees and workers), visitors, contractors and to those using Bield's IT resources.

This policy includes the personal use of laptop computers owned and issued by the Association which might be used while employees work at home or in locations remote from their office base.

Access

Business

Employees should recognise that access to e-mail is provided primarily for business use.

Personal

Employees may use the e-mail for personal use under the following circumstances:

- personal use must not interfere with the performance on the job
- personal use should only be in the employee's own personal time and not during working hours

Breaches of these access terms and conditions may result in disciplinary action including dismissal. Employees should be aware that subject to legislative requirements the Association may retain information on e-mail messages. Currently statistical information on volume of e-mails by individual user is retained.

Monitoring

Bield owns the information systems and has the right to audit them. E-mail messages originating from, received into, or circulating within Bield's e-mail system remain the property of Bield Housing Association regardless of their physical location. These information systems are monitored on a regular basis to ensure efficiency of operation, and breaches of the Association's

Information Security Code of Practice may be detected and proven. Monitoring reports will be made available to appropriate managers.

Bield has the right to make information it obtains through this monitoring available internally and/or externally including, where relevant, to such authorities as the police. Personal information held on these systems may be removed without notice. Hard copies of inappropriate messages may be used as evidence in disciplinary procedure.

Unacceptable Use or Behaviour

It is unacceptable whether using e-mail for business or personal use to:

- Solicit e-mails for personal gain.
- Send or knowingly receive any material that is obscene or defamatory or which is intended to annoy, harass or intimidate another person.
- Represent personal opinions as those of Bield.
- Upload, download or otherwise transmit commercial software or any copyrighted materials belonging to parties outside Bield, or Bield itself.
- Reveal or publicise confidential or proprietary information which includes, but is not limited to financial information, databases and the information contained therein, computer network access codes, tenants, residents or other service user information and business relationships.
- Access web-based e-mail and Instant Messaging (IM) services such as Hotmail, Yahoo or AOL and related utilities/tools such as peer to peer file sharing and Internet Relay Chat.
- Use e-mail as a medium for disciplining others, or for difficult or sensitive communication (criticising, counselling etc) which is better done on a personal basis.

Users should

Business Use

- Keep e-mails brief and use meaningful subject lines.
- Re-read messages before sending to check for clarity and to make sure that they contain nothing which will embarrass the Association or make it liable. Where the subject matter is sensitive consider whether a telephone or personal conversation is more appropriate. Users should be aware that organisations can be ordered to provide copies of e-mails as evidence at Employment Tribunals.
- Archive effectively – use folders and delete any messages you no longer need.
- Never reply to spam.
- Treat e-mail as a legal document.
- Use the blind carbon copy function when sending multiple external e-mail addresses.
- Ensure your terminal is locked or logged out when you leave your desk, a malicious user could send messages in your name.

Personal Use

- Ensure all personal e-mails are marked as such.
- Comply with the instructions given above under Business Use where appropriate.

Compliance with Policy

This document forms part of your contract of employment. You are required to abide by the terms of this policy. Failure to comply may result in disciplinary action, up to and including termination of employment.

Review

This policy will be subject to regular review.

I have received, read and understood the E-Mail Acceptable Use Policy and agree to abide by its terms.

Name:

Signed:

Date:



Internet Acceptable Use Policy

Policy Statement

This Internet Acceptable Use Policy applies to all Bield employees and workers (including temporary employees and workers), visitors and contractors of Bield and to those using the Bield's IT resources. For the purposes of this document the 'internet' is defined as: web services, chat rooms, bulletin boards, newsgroups, peer to peer file sharing and instant messaging software.

Access

Business

Employees should recognise that access to the internet is provided primarily for business use.

Personal

Employees may access the internet for personal use under the following terms and conditions:

- personal use must not interfere with the performance on the job.
- personal use should only be in the employee's own personal time and not during working hours.

Breaches of these access terms and conditions may result in disciplinary action including dismissal.

Monitoring

Bield accepts that the use of the internet is an extremely valuable business, research and learning tool. However misuse of such a facility can have a detrimental effect on other users and potentially the Bield's public profile. As a result, Bield monitors on a global basis:

- the volume of internet traffic.
- the internet sites visited.
- the specific content of any transactions will not be monitored unless there is a suspicion of improper use.

Unacceptable Use or Behaviour

It is unacceptable whether using the internet for business or personal use to:

- Visit internet sites that contain obscene, hateful or other objectionable materials. The download and/or circulation of such offensive material is considered gross misconduct. Normal standards of taste and decency apply.
- Make or post indecent remarks, proposals or materials on the internet including racist or sexist jokes and defamatory comments.
- Upload, download or otherwise transmit commercial software or any copyrighted materials belonging to parties outside of Bield, or Bield itself unless this download is covered or permitted under a commercial agreement or other such licence.
- Download any software or electronic files without implementing virus protection measures that have been approved by Bield.
- Intentionally interfere with the normal operation of the network, including the propagation of computer viruses and sustained high volume network traffic that substantially hinders others in their use of the network.
- Access web-based e-mail and Instant Messaging (IM) services such as Hotmail, Yahoo or AOL and related utilities/tools such as peer to peer file sharing and Internet Relay Chat.

Users should - Business and Personal use

- Inform the IT Section immediately if you become aware that there has been unauthorised access to your computer because of the implications for the security of Bield and personal data.
- Inform the IT Section immediately if you have accessed inappropriate sites by accident for example through mistyping an address or spam e-mail link.
- Ensure your terminal is locked or logged out when you leave your desk, a malicious user could access the internet in your name.

Compliance with Policy

This document forms part of your contract of employment. You are required to abide by the terms of this policy. Failure to comply may result in disciplinary action, up to and including termination of employment. You should be aware that accessing/downloading certain sites could make you subject to criminal prosecution.

Review

This policy will be subject to regular review.

I have received, read and understood the Internet Acceptable Use Policy and agree to abide by its terms.

Name:

Signed:

Date: