ROYAL WOOTTON BASSETT ACADEMY

ACCEPTABLE USAGE POLICY – COMPUTERS, INTERNET AND EMAIL

POLICY STATEMENT

Written by: JMiller   Adopted: Sep 2014   Review: Dec 2019   Reviewer: LT/JMiller/SGillott

Linked Policies:

Relevant Legislation: Computer Misuse Act, General Data Protection Regulation, Copyright laws

Rationale

The school governors and staff have a responsibility to ensure that computers, internet and email are used in an appropriate and acceptable manner. The policy covers Users of Laptop PCs, mobile phones, tablets or other portable computers and desktop PCs (standalone or linked to the wired or wireless network). Any reference to use of the internet in this policy also includes the school's related websites and the school's internal intranet site.

Aim

To ensure that Users of Royal Wootton Bassett Academy's computer systems understand:
- how the systems should be used
- their responsibilities for security and confidentiality
- that monitoring is undertaken
- the possible consequences of inappropriate use.

Responsibilities

1. Governing Body.   The Governing Body is to participate in the review of this policy.

2. Head Teacher.   The Head Teacher will consult with the leadership team and all staff in adopting and reviewing this policy.

3. IT Network Manager and Head of ICT.   Will advise on the content of the policy.

4. Staff governors and all users.   Will ensure that they comply with this policy, whether they are paid, contracted or are volunteers. In accordance with this they should sign the statement in APPENDIX A of this policy. A copy of which will be placed on their personnel file

Using the Internet and E-Mail

1. **Users must not upload or download material (including material viewed on websites) which is likely to cause offence to others within the school.**
   Users should not deliberately visit, view, download or circulate material from any website containing material which may be deemed libellous, offensive, obscene or indecent in any way such as (but not limited to) pornographic, sexist or racist. If a user unintentionally accesses such a site they must disconnect from the site immediately and inform the ICT Support Department. Otherwise this could be seen as a breach of this Policy, which may lead to further investigation.

2. **Users must not make excessive personal use of e-mail, telephone or the internet.**
   The internet and e-mail are to be used almost exclusively for official Royal Wootton Bassett Academy business. Occasional and reasonable personal use is permitted as long as the use does not interfere with the performance of duties your own duties or the performance of duties of other staff. The updating of data on personal social media accounts is not permitted.

3. **Users must not copy information from the internet without the author's permission.**
   Copyright laws apply to software, documents, images, and audio/video files.

4. **Users must not place inappropriate material on the internet.** This includes (but is not limited) to:
   a. confidential or sensitive information. Placing an individual's personal information on the internet requires their "explicit written permission" General Data Protection Regulation.
   b. Royal Wootton Bassett Academy or other copyright material.
   c. information that conflicts with Royal Wootton Bassett Academy's interests or interferes with the performance of your duties.

5. **Users must not send e-mails which are offensive or which may be deemed inappropriate to send within a school environment.** This includes:
   a. e-mail which is defamatory, harassing or discriminatory or is intended to annoy or intimidate others.
   b. creating or forwarding chain letters, "spam" or similar unsolicited e-mails.
   c. If a user receives an e-mail which they believe to be as described above, it should be reported to the line manager or Head teacher. If a user receives an e-mail that they believe contains a fraudulent offer, they should contact the Commercial Manager or Head teacher who may forward it to the Police Fraud Squad at fraud@wiltshire.pnn.police.uk

6. **Users must not read other people's e-mails without their permission.**
   If an e-mail is received in error, users must not use or make known any confidential information it contains and they should redirect the message to the correct person or return it to the sender.

7. **Users must not share personal data about a person without their consent.**
   This does not apply if the data is covered by one of the exemptions in the General Data Protection Regulation. When sending emails containing personal data, users should minimise the risks involved by:
   a. avoiding the use of distribution lists, so far as possible;
   b. using the Outlook address book rather than typing the address, as this will reduce errors;
   c. using a password on attachments and telephoning the password through;
   d. ensuring that the recipients are "trusted", i.e. organisations that can realistically be expected to deal appropriately with the information.

8. **Users must not send confidential information outside Royal Wootton Bassett Academy unless they have taken proper security measures.**
   Documents should be protected with passwords or by using encryption. Under General Data Protection Regulation legislation, you must not send an e-mail containing personal information outside the European Union – check first with the ICT Support Department. This includes sending emails to governors or staff personal email accounts.

9. **Note that the following statement is attached automatically to all outgoing e-mail:**
   This communication may contain information which is confidential, personal and/or privileged. It is for the exclusive use of the intended recipient(s).

   If you are not the intended recipient(s), please note that any distribution, forwarding, copying or use of this communication or the information in it is strictly prohibited. If you have received it in error please contact the sender immediately by return e-mail. Please then delete the e-mail and any copies of it and do not use or disclose its contents to any person.

   Any personal views expressed in this e-mail are those of the individual sender and Royal Wootton Bassett Academy does not endorse or accept responsibility for them. Prior to taking any action based upon this e-mail message, you should seek appropriate confirmation of its authenticity.

General Computer Use

Users must not:
   a. install, test or use unauthorised or unlicensed hardware/software on Royal Wootton Bassett Academy desktop computers (this includes personal CDs/games etc.);
   b. access systems or data without authorisation. This is an offence under the Computer Misuse Act 1990;
   c. modify or reconfigure any equipment without the approval of the ICT Support Department
   d. copy software to an additional computer where a licence agreement limits its use.
   e. access personal subscription accounts and/or media streaming services (such as Spotify, Netflix etc.) which are likely to have a detrimental effect on data transfer rates for other users of the Royal Wootton Bassett Academy network.

f. attempt to use Virtual Private Networks to seek to bypass limitations imposed by Royal Wootton Bassett Academy
g. purchase, move or dispose of hardware without arranging this with the ICT Support Department
h. make any other use of computers or mobile devices which could constitute inappropriate use mentioned in this Policy, or any other inappropriate use not covered, as identified by the Headteacher.

Monitoring of Use

Royal Wootton Bassett Academy monitors e-mail, word processing and internet use. As part of the management of the computer network, a record of browsing history is held for no longer than 7 years of all website addresses visited, file transfers made and e-mail traffic sent by each User. IT Support may perform random monitoring of internet logs and e-mail traffic (for both business and personal use) to ensure that Users comply with this Policy.

1. A manager (through the IT support team) may need to check an e-mail account and, where appropriate, the contents of e-mails by opening them (e.g. during absence or after use of the account has ceased), to ensure that staff, students and parents and other contacts receive proper responses. The contents of emails may otherwise be accessed or intercepted where there is a need to protect the interests of Royal Wootton Bassett Academy or in the prevention or detection of crime or as otherwise allowed by law.

2. History of phone logs (internal and external) are also kept and may be accessed and monitored

3. If inappropriate use is suspected further investigation may be undertaken under the school's disciplinary procedure, and where appropriate, action will be taken under the Disciplinary Procedure, which could lead to dismissal. The police may be notified for possible criminal investigation.

Security

1. **All Users have a responsibility for the security of information & equipment.**
    Users are responsible for the security of the computer they are signed into, the mobile device they are allocated and the ID card they are issued.
    None of which must be allowed to be used by unauthorised persons, including students and/or other members of staff. Confidential information must not be left on a screen where someone who should not see it could do so. **When away from the computer the user is logged onto it must be locked to prevent unauthorised access, regardless of the length of time the user is away or where the computer is located.**

2. **Computer Viruses etc. can pose a risk to the whole school network and to the school's service provision.** To avoid spreading viruses users must:
    a. seek guidance from the ICT Support Department if there is a need to download software or files from the internet;
    b. delete all external e-mails from an unknown source;
    c. only use external hard disk drives, memory sticks or optical media that have been checked for viruses

    Spreading of viruses is also subject to prosecution under The Computer Misuse Act 1990.

    If it appears that a virus has infected a computer users should:
    a. stop using the PC/Laptop;
    b. place notices on the PC/Laptop stating the equipment is infected;
    c. secure all floppy disks and CDs in the immediate area;
    d. inform the ICT Support Department immediately
    e. not ignore or attempt to hide the virus infection.
    f. be professional about the incident.

3. **Proper use of passwords and PINs is vital to ensure security and confidentiality.**
    Users must:
    a. keep passwords confidential. USERS SHOULD NOT share or write down a password or PIN. If another user becomes aware of a password or PIN the user should see the ICT Support Department and have it changed immediately. Passwords must consist of at least 6 alphanumeric characters.
    b. use only their unique User ID
    c. use a screensaver password, set to 2 minutes where available.

d. The inputting of user credentials should only be entered on devices the user has direct control of. The sharing of passwords for wireless networks with unauthorised users (eg students/non RWBA staff) is not allowed.

4. **Security**
   a. Users must ensure the security of laptops and mobile devices and of the information they hold at all times
   b. Users should lock the laptop or mobile device away at home and, when travelling by car, keep it locked in the boot. At work, lock it in a secure cupboard, when not in use
   c. Users should only save files containing sensitive data on the laptop hard drive or other internal storage temporarily and ensure the files are password-protected. The information should be saved onto a server at the earliest opportunity and then deleted from the hard drive, internal storage or removable storage
   d. ID cards should, under no circumstances be given to students

5. **Users must not process or hold work-related personal or sensitive information on their home PC or any other computer not owned by Royal Wootton Bassett Academy.**
   Users should make arrangements with their line manager for access to appropriate computer equipment.

6. **Users must ensure that:**
   a. storage devices containing personal information are stored securely
   b. storage devices that are to be disposed of or to have their contents securely erased should be handed in to the ICT Support Department.

7. **New User Access**
   Access for all new Users of the internet or e-mail has to be requested through the ICT Support Department

8. **Cease of employment**
   a. It is the responsibility of staff members that are issued with iPads and/or mobile phones to return the device, protective case, usb cable and plug prior to leaving the employ of the Academy. Failure to do so will result in the value of the replacements being deducted from your salary.
   b. Any data held in work areas and email will be deleted the day after employment ceases. Should there be a requirement for access to this data it should be requested before the relevant persons last day of employment. Any backup data will be removed during the normal backup cycle.

General Obligations

Users should;
- log all faults with the ICT Support Department
- avoid unfocused internet browsing. This can waste time and resources.
- be aware that information on the internet may be inaccurate. Whilst the internet can give access to large amounts of up-to-date information, it is uncontrolled and there are, therefore, risks in obtaining and using such unregulated information.
- be aware that use of the internet and e-mail carries security risks. E-mail messages may be seen by IT staff just as postcards may be seen by postal workers. Any information users provide for personal use through use of the school's systems is at their own risk.
- use normal standards of business courtesy when writing e-mail as with any other communication undertaken on behalf of the academy, i.e. be courteous, polite and succinct.
- think carefully about what they say about other people or organisations. Never use aggressive, abusive or deliberately anti-social language and never e-mail hastily in anger.
- be aware that legal action may be taken against the academy if they send an e-mail which is defamatory or which breaches confidentiality or contract. E-mails of this kind are disclosable for the purposes of legal action. If a person asks to see information held about them (using their right under the General Data Protection Regulation) any e-mails that refer to them may be disclosed.
- seek further advice before sending an e-mail if there is any doubt about its contents.
- limit the size of any files attached to e-mails to 5MB. Users should not attach large documents unless `this is absolutely necessary as this may cause system congestion.

- avoid overuse of e-mail. Users may suffer from 'information overload' i.e. vital information could be lost amongst other messages that are not relevant to that User. Users should not use e-mail to avoid the responsibility of communicating messages in person.
- regularly delete or archive old e-mails. There is a limit on the size of mailboxes for e-mail. When this limit is reached it may be that no more e-mail can be sent or received.
- ensure that any academy related data not saved in your home directory (your H:\ drive) or your OneDrive location is backed-up elsewhere.
- Report any loss and/or damage of computer related equipment to the IT Support team as soon as possible

APPENDIX A`

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Royal Wootton Bassett Academy

Acceptable Usage Policy

Internet, e-mail and Computer Use Policy

Return Slip

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Please complete, sign and date this slip and return it to the Human Resources department as soon as possible.
The slip will be retained in your Personal file.

I confirm that I have read the "Royal Wootton Bassett Academy Acceptable Usage Policy" and agree to comply with it.

NAME (please use block capitals) …………………………………………………………………

JOB TITLE ……………………………………………………………………………………………

DEPT / SECTION ……………………………………………………………………………………….

Signed………………………………………………Date……………………………………

An up to date copy of the policy can be found in the Frequently Asked Questions section on the intranet of the Staff Portal:

Website…..

Intranet > Staff > Staff Home Page > Policies > Acceptable Usage Policy.pdf

Intranet > Staff > Staff Home Page > Frequently Asked Questions > RWBA_AUP.pdf

Intranet > Students > Student Home Page > !IT Support > RWBA_AUP.pdf