

# **ROTHERHAM FEDERATION OF TENANTS AND RESIDENTS**

## **Computer and Telecommunications Policy**

### **General Guidance**

This policy provides advice and guidance to all users of Rother Fed's computers and telecommunications systems. The computer and telecommunications systems are a vital part of the organisations activities. Any behaviour or actions, which are against the spirit and/or letter of this policy, will be considered seriously and dealt with under the relevant grievance and disciplinary procedure.

**Throughout this policy, the term 'Users' represents Rother Fed staff, volunteers and Board members except where a statement refers to one group only i.e. staff. The term 'PC' represents personal computer.**

### **1. Telecommunications**

- Staff are expected to listen to the answer phone when light is flashing and to respond to messages normally within 24 hours.
- Personal telephone calls of over 3 minutes are not permitted, except in exceptional circumstances.

### **2. Equipment**

- Changes should not be made to the hardware configuration of any PC from any users without consent from the Manager.
- Any faults or suspected faults in hardware should be immediately reported to the Manager.
- Users should take reasonable care and attention not to damage equipment, especially if moving it around the office.

### **3. Software**

- No software, including games, may be loaded onto any PC without the consent of the Manager.
- Software and appropriate network licenses should be purchased through the Manager.

- Rother Fed will hold valid and acceptable proof of licensing for every copy of software used. Regular auditing will be carried out to ensure that all software is fully licensed.

#### **4. Email**

- Email should be checked daily and dealt with on a regular basis, if possible within twenty four hours.
- Personal email should be kept to a minimum by all users.
- All users should be aware that Rother Fed holds the right to monitor personal e-mails if it wishes, therefore users should keep within lawful and reasonable bounds when utilising email facilities for personal purposes.
- Inappropriate e-mail messages are prohibited by all users including those, which are sexually harassing or offensive to others on the grounds of race, religion or gender.
- Care should be taken not to send potentially defamatory email messages, which criticise other organisations or individuals.
- Users should be aware that email is not a highly confidential means of communication and care should be taken when sending email of this nature.
- All users should be aware that email attachments could contain computer viruses, which can affect the network when opened. If there is any doubt regarding the sender of an email, then please contact the manager before opening any attachments.

#### **5. Internet**

- All Users should be aware that Rother Fed holds the right to monitor Internet access, to ensure that the access facility is not being abused. Therefore users should keep within lawful and reasonable bounds when utilising Internet facilities. All users must sign an Internet Users Agreement before use (see appendix A).
- All Users should be aware that downloadable documents may have copyright protection.
- Software must not be downloaded from the Internet without the prior consent of the Manager.
- The Internet should not be used for personal gain or profit, for example share dealing, or any other commercial activities.
- Internet access should be treated responsibly and not be used to the extent that it has a detrimental effect on the work performance of the user.
- Material that is illegal or that would be considered inappropriate, offensive or disrespectful to others should not be accessed or stored. Users should not visit

pornographic web sites or use the Internet for any gambling, illegal or political activities.

## 6. Security

- It is the responsibility of the Manager to allocate access rights, grant user permissions, and ensure all users, where appropriate, have a user name and password.
- Usernames and passwords may only be used for the purposes for which they have been allocated.
- It is the user's responsibility not to disclose their user name and password to a third party other than the Manager, both during employment and following termination of employment or involvement on the Board.
- Confidential information should not be left on display on an unattended workstation. The user should always log off if leaving the workstation for any length of time. If sharing a computer it is important that the user logs off the workstation before the next user logs on, this will prevent unauthorised access to information.
- Users are not permitted to provide access to Rother Fed's computing services to any person or organisation, which does not already have proper authorisation from Rother Fed to access those services.
- The Manager cannot accept responsibility for loss of, or unauthorised access to any information stored locally on a PC or on any disks.
- Users must not maliciously corrupt or erase data or programs or intentionally introduce viruses into the network system. All data storage devices such as disks, CD-ROM's, tapes and zip disks brought in to Rother Fed should be scanned for viruses before use.
- Portable equipment, such as laptops, may contain confidential information and extra care should be taken when using outside of the organisations premises.

Date adopted: March 2007

Date Reviewed: Dec 2009

Signed: .....

Chair of the Board

**Appendix A**

**ROTHER FED INTERNET USERS AGREEMENT**

It is very important for you as a user to read and sign as accepting the conditions of use of Internet using Rother Fed equipment.

I ..... agree and understand that:

1. Logs are kept of sites and will be visited by staff from Rother Fed on a regular basis.
2. That in using the facilities I will act responsibly.
3. When downloading pages it will be to external drives only and not to the hard drive.
4. That I give permission to members of staff to check my personal disks for viruses and undesirable material.
5. I will not use chat rooms.
6. I will not use emails inappropriately including using them for bullying purposes.
7. I will not attempt to access pornographic or other undesirable materials as possession of certain types of pornographic material can lead to prosecution the police.

..... Signature

..... Date

Should you contravene any of the above there will be an automatic exclusion from use of the equipment.

Office Use:

Date Received: .....

Ref Code: .....