



ONCHAN DISTRICT COMMISSIONERS

Aim: To ensure acceptable use of the internet and email systems to support Onchan District Commissioners in respect of Local Authority Services, Research and Associated Functions.

POLICY AND PROCEDURES

INTERNET AND EMAIL POLICY

Policy Date: January 2020
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Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, which is available in the Authority’s document management system, and which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

Acknowledgement to Douglas Corporation for sharing their policy and procedures.

Effective from:	Replaces:	Originator:	Page X of Y
February 2020	Internet and Email Policy 2013	Chief Executive/Clerk	1 of 7
Board Ratification:			

History or Most Recent Policy Changes – MUST BE COMPLETED		
Version:	Date:	Change:
1	18/11/2013	Original Document
2	27/01/2020	Modernised and Updated

1. **INTRODUCTION**

With increasing use of the Internet and electronic communications, Onchan District Commissioners are keen to take advantage of the benefits of the technology in the provision of effective services. Officers will in future have ready access to the technology and become proficient in its use. It is the responsibility of senior and line managers to sensibly implement and monitor this policy.

There is a need for safeguards to protect the wider interests of the Authority. In particular it seeks to prevent:

- Overloading of the systems and networks
- Exposure to viruses
- Damage to the Authority's reputation
- Use of the Authority's facilities in a way which would be offensive
- Expensive and inefficient use of resources

This policy is applicable to all Members of the Board of Onchan District Commissioners (the Authority), including staff and other authorised users of the Authority's I.T. facilities, who use the email and related services.

Only authorised users of the Authority's computer systems are entitled to use email facilities

The Authority expects you to use these facilities sensibly and act professionally as you would in the normal course of work. For example, when sending e-mail messages, you should always use the same safeguards and precautions as you would when sending a letter. Similarly, you should exercise proper judgement as to which internet sites you visit.

The Authority complies with and adheres to all its current legal responsibilities including the Data Protection 2019.

2. MICROSOFT OUTLOOK

It is part of the Authority's overall ICT strategy for the future that the MICROSOFT OUTLOOK programme should become the prime means of internal communication and progressively the method whereby diaries are organised to best effect. To improve access to information and to reduce the amount of paper based information use of the information held on the Authority's document management system is encouraged wherever possible.

Both for efficient, secure use and to ensure that the same methods are used by all staff it is necessary to clearly establish rules and procedures for its use.

To ensure staff can be contacted quickly and with minimum disruption Microsoft outlook should be open and available on all terminals during working hours.

During periods of absence the automatic reply back notifying the originator of a message that the recipient is absent together with the anticipated return time/date should be activated. You should indicate on your out of office message whom they may be able to contact during periods of absence.

As a discipline staff should read and respond to E-mails requiring a response either as they arrive or at frequent intervals during the working day.

It is the intention that the Outlook diary system should progressively take over as the universal system for organising diaries and meetings, staff should be familiar with, and respond to the diary system.

Email Manager is in place for officers to archive documents and correspondence of common interest and relevance to all departments should be filled in the document management system rather than individuals and departments each holding independent files not generally available but all on the same subject.

3. ACCESS BY THIRD PARTIES

Access by third parties to the Authority's systems will only be permitted when all of the following apply:

- there is a legitimate business need for the third party to have access to the information;
- the 'information owner' authorises the access;
- access is limited to the specific information needed to fulfil the business need.

4. USE OF THE INTERNET

Full use of the internet will only be granted to those officers who require it on a regular basis other staff will be allowed access as required. Accessing business-related information on the Internet is potentially of great benefit to the Authority. Using the Internet to research information, where there is a clear business benefit, is supported. However, the quality of information on the Internet may vary according to its source and users should be wary of relying upon its accuracy.

5. IMPROPER USE OF THE INTERNET

When accessing the Internet from the Authority's equipment, individuals must ensure that the service is not used improperly. The following are deemed to be improper use:

- accessing pornographic material;
- accessing material that could offend others because of its racist or political nature;
- conducting personal business transactions via the Internet e.g. buying and selling, advertising, personal banking;
- contributing to Internet newsgroups without being authorised to do so;
- playing games;
- anything which may bring the Authority or individuals into disrepute;
- Browsing for personal interest.

Where possible, filters will be employed to deny access to known Internet sites which facilitate 'improper uses as defined above. Exceptions to the policy will only be authorised by the Chief Executive/Clerk or District Surveyor/Finance Manager in the absence of the Chief Executive/Clerk where there is a justifiable business reason.

NOTE: Internet servers have the ability to record any access in a log detailing the originator. It should be noted that all access to the Internet may be intercepted, monitored and analysed by the Authority.

6. E-MAIL SERVICES

- Your Email address will be:
- Your Christian and surname @onchan.org.im
- For example "joebloggs@onchan.org.im"
- To reduce the spread of computer viruses any word documents sent as E-mail attachments must be in rich text format (rtf).

7. IMPROPER USE OF ONCHAN DISTRICT COMMISSIONERS' E-MAIL SERVICES

E-mail services must not be used in any way likely to bring the Authority or its Members into disrepute. The following are not permitted:

- making personal comment outside the Authority.
- making any defamatory/derogatory comments about companies or individuals, either within or outside the Authority, which may result in legal action against or embarrassment to the Authority;
- producing, introducing or forwarding chain letters;
- registering an Authority's E-mail account on an external mailing list for receipt of E-mail (other than for business purposes);
- using distribution lists from the global address list for personal items of mail;
- conducting personal business transactions via E-mail e.g. selling, advertising;

- sending material that could offend others because of its nature e.g. offensive, racist or political;
- Committing the Authority without ensuring proper prior authority exists in accordance with standing orders and financial regulations.

Your e-mail should always include a signature and the Authority's confidentiality notice.

- If your email is of a confidential email, and you have encrypted or scrambled any e-mail or other document, you must ensure that line manager is given:
 - details as to each country to or from which an encrypted communication is intended to be sent or received,
 - a complete and up-to-date copy of any private, public or other decryption key, and
 - all other information required for the efficient decryption of the relevant document.

8. PERSONAL USE

We appreciate that you may occasionally want to use the system and/or the facilities for your own purposes and we expect you to use it responsibly. Acceptable use would be before 08.45 a.m. and during the lunch hour.

Always follow the rules and guidance set out in this policy particularly, ensure that your personal use of the system:

- does not take priority over your work responsibilities;
- does not incur any unwarranted expenses on the Authority; and
- does not have a negative impact on the Authority in any way.

9. CONTRIBUTIONS TO NEWS GROUPS

People with access to the Internet from the Authority's accounts, shall only contribute to Internet newsgroups for strictly work related purposes with the prior authorisation of their senior manager. All such contributions must contain a disclaimer as follows: 'This post represents the views of the author and does not necessarily accurately represent the views of Onchan District Commissioners.'

Improper Contributions

The Authority considers any of the following to be improper use of Internet newsgroups:

- personal non-work related contributions;
- any comments which may bring Onchan District Commissioners into disrepute;
- anything which may be offensive to others e.g. racist, political, pornographic etc.

10. DOWNLOADING SOFTWARE

Downloading software from the Internet or accessing service for a business use for which a subscription is payable must be authorised by the Chief Executive/Clerk . Extreme caution must be exercised to avoid the importation of virus.

11. INSPECTION AND AUDIT

Onchan District Commissioners, directly and through its auditors, reserves the right to inspect any files to ensure compliance with the Policy. Access to Internet sites may be logged and the data used by the Authority and its managers for period reviews of access authorisation and usage.

If misuse is suspected the matter should be reported immediately to the departmental Manager or to the Chief Executive/Clerk, all available records, externally saved or extracted files, printouts, error or advice messages must be securely retained as evidence. **Misuse may result in disciplinary action.**

12. CONFIDENTIALITY

All information relating to our customers, tenants, staff and the business operation of the Authority is confidential. You are expected to treat electronic information with the same care as you would paper-based information which is confidential. Keep all such information secure, use it only for the purpose(s) intended and do not disclose the same to any unauthorised third party (which may sometimes include other employees of the Authority).

Keep your passwords safe. Do not disclose them to anyone. It is advisable to change your passwords from time to time for security reasons.

Copies of confidential information should only be securely printed out as necessary and retrieved by secure pin and stored or destroyed in an appropriate manner.

13. VIRUS CHECKING

Computer viruses, trojans and worms are collectively known as malware. One common method of distributing malware is via email. All email communication through the Authority's email gateways is checked for malware. Checking strategies include: refusing messages containing executable attachments or zip files, scanning messages for known malware or a combination of both techniques. Please note that this is a separate procedure and not related to the virus scanning policy applied to the central files server.

Messages containing malware will be retained for up to a month for administrative reasons. The **sender** of such messages will be informed of the viral content of their email. A similar message will be sent to the administrator(s) of the email gateways.

Virus check all material which is down loaded from the internet or received from any external source.

If you are unsure of the source of an item emailed to you, then you should not open the email and delete the email and inform with your Line Manager whom will notify the I.T. representative.

14. AUTOMATIC EMAIL FORWARDING

Automatic forwarding or redirection of email to other mail domains is possible. Onchan District Commissioners will not be responsible for email forwarded off the network. It is the individual's responsibility to set forwarding policies up and to make sure the forwarding address is correct and the email service being used is reputable and reliable. Users must exercise caution when automatically forwarding any email to an outside network and question the need to do so. All our email services are accessible to authorised users from the Internet.

Allowing other people to access email can be achieved directly by sharing email folders and mailboxes. The Onchan District Commissioners email gateways will attempt to verify the source and destination of email before being passed on.

15. REMOTE ACCESS

Remote access to Onchan District Commissioners email servers is possible via the Internet. Any Officer or Member wishing to use this facility should discuss the matter with the Chief Executive/Clerk.

16. INCIDENT HANDLING AND DATA PROTECTION

Onchan District Commissioners will investigate complaints received from both internal and external sources about any unacceptable use of email or IT facilities.

Where there is evidence of a breach of this policy it will be investigated in accordance with Onchan District Commissioners disciplinary procedures applicable to all members of staff. In such cases the Chief Executive/Clerk will act immediately with the priority of preventing any possible continuation of the incident. That is, accounts may be closed or email may be blocked to prevent further damage or similar occurring.

The Authority holds and processes personal data and has responsibilities under the Data Protection Act 2018 ("the Act"). All employees have an obligation to assist the Authority in complying with its responsibilities under the Act and you should exercise due care when holding, processing or disclosing any personal data.

An individual is able to make a Data Subject Access Request for any personal information held by the Authority on that individual.

17. DISCIPLINARY

If you ignore the rules and guidance set out above or misuse and/or abuse the system, its facilities or any property belonging to the Authority, you will be liable to disciplinary action. It may also lead to summary dismissal. The Authority will take any breach of these rules very seriously. At the same time, your conduct and/or action(s) may be unlawful or illegal and you may be personally liable.

If you are unclear about any of the issues discussed in this policy, please speak to your line manager.