

Policy Statement



Using email and internet services

We are committed to promoting the use of email and internet services as an efficient and inclusive form of communication and information provision. We aim to work within the law in relation to the use of email and internet services. Facilities for these services provided to employees are for work purposes and employees are required to minimise personal use and to refrain from any criminal or nuisance behaviour when using them. Sense Scotland reserves the right to monitor employees' email and internet service usage at any time.

Sense Scotland will:

- Provide email and internet services for work purposes and will strive to maintain connections and minimise disruption to the services.
- Monitor the use of email and internet services and will inform users of this monitoring and its purpose other than in exceptional circumstances.
- Expect all employees using email and internet services to work within this policy by:
 - minimising personal use, restricting it only to break times
 - never buying goods for personal purposes online
 - operating within the law
 - refraining from causing any form of nuisance
 - not referring to sensitive or confidential information unless absolutely necessary
 - never using social networking sites or online forums (except Sense Scotland's own) to share work information
 - not using gmail or hotmail or similar email accounts for work purposes and certainly not for confidential information
 - not downloading, streaming or sending any computer programs, radio, TV, movies, video, music, photographs, games or other large files for personal use
 - not downloading, streaming or sending any computer programs, radio, TV, movies, video, music, photographs or other large files for work purposes without prior agreement with the IT team and line manager (Adobe Acrobat, ActiveX, Flash, Real, ShockWave and Windows Media Players and routine updates to existing software are permitted)
 - not opening attachments sent with unsolicited or suspect email to prevent the spread of viruses
 - using a standard signature for all emails, as required by law and defined by the IT team
 - following accessibility requirements by using only Arial standard point 12 in their email messages and signatures
 - not using picture files or symbols in the body of the email or the signature unless this is the recipient's preferred means of communication.

The relevant staff guidance is: Email and Internet Protocols (IT folder), Data Protection and Personal Information, transfer, storage and access to.

Gareth Alexander, IT Manager, is the designated person in relation to this policy.

Consultation method: circulation amongst members of the internal policy working group and IT team, August 2007 and circulation to SMG.

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Available in other formats on request.

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