Acceptable Use of Electronic Media Policy

*Last updated April 2020*

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| --- | --- | --- | --- |
| Policy number | [insert number] | Version | [insert number] |
| Drafted by | [insert name] | Approved by Board on | [insert date] |
| Responsible person | [insert name] | Scheduled review date | [insert date] |

### Introduction

* 1. [Organisation] recognises that Workers may need access to Electronic Media Systems and Associated Tools in order to successfully fulfill their role. In addition, [Organisation] supports the right of Workers to have access to reasonable personal use of Electronic Media Systems and Associated Tools in the workplace.

### Purpose

* 1. This policy sets out guidelines for acceptable use of Electronic Media Systems and Associated Tools by employees and volunteers of [Organisation]. Access to Electronic Media Systems and Associated Tools is provided to [Organisation] Workers and volunteers for the primary purpose of assisting them in carrying out the duties of their role.

### Scope

3.1 This policy applies to the following, collectively referred to as **‘Workers’**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employees** | **Directors** | **Officers** | **Contractors** (including employees of contractors) | **Volunteers** |
| **✓** | **✓** | **✓** | **✓** | **✓** |

### Definitions

* 1. “**Electronic Media Systems**” includes, but is not limited to:
1. Email
2. Internet
3. Intranet
4. Voicemail
5. Instant messaging and chat facilities, and
6. Online discussion groups
	1. “**Associated Tools**” refers to technology required to access the Electronic Media Systems such as:
7. Phones
8. Computers
9. Tablets

### Policy

* 1. Workers may use Electronic Media Systems and Associated Tools provided by [Organisation] for:
1. Any work-related purposes;
2. Limited personal use (for details see Procedures, below);
3. More extended personal use under specific circumstances (for details see Procedures, below).
	1. Where Workers use Electronic Media Systems and Associated Tools belonging to or paid for by [Organisation], whether or on off the premises (including when working remotely), properly authorised employees of [Organisation] may access any of those tools or associated data to ensure that the organisation’s policies are being adhered to. Such Electronic Media Systems, Associated Tools and data should not be regarded as private in nature.
	2. [Organisation] may, at its discretion, monitor:
4. Storage volumes;
5. internet sites visited;
6. downloaded volumes;
7. suspected malicious viruses;
8. [Optional]instant messaging;
9. emails;
10. computer hard drives;
11. [Add or delete as appropriate].

### Company equipment & property

* 1. All Electronic Media Systems and Associated Tools such as phones and laptops supplied by [Organisation] to the Worker remains the property of [Organisation] and must be maintained in good working order, subject to reasonable wear and tear.
	2. [Organisation] may, at its discretion, provide Workers with Associated Tools to perform their role, and may install programs or software to track the location and use of that tool. Such programs or software must not be removed from the Associated Tool by the Worker without prior written approval from[Organisation].
	3. [Organisation] reserves the right to monitor use of its I.T. equipment at all times, including during any remote working arrangement.

### Responsibilities

* 1. It is the responsibility of the **CEO** to ensure that:
1. Workers are aware of this policy;
2. any breaches of this policy are dealt with appropriately.
	1. It is the responsibility of all **Workers** to ensure that their use of Electronic Media Systems and Associated Tools conforms to this policy. Workers are expected to be respectful and professional in all communications using [Organisation]’s Electronic Media Systems and Associated Tools.
	2. Primary purpose

Access to Electronic Media Systems and Associated Tools is provided by [Organisation] for the primary purpose of carrying out the tasks and duties associated with a particular role.

* 1. Limited personal use

Workers may engage in limited personal use of Electronic Media Systems and associated tools, whether or not they are provided by [Organisation], in connection with work where it:

* Is infrequent and brief;
* Does not interfere with the duties of the Worker or his/her colleagues;
* Does not interfere with the operation of [Organisation];
* Does not compromise the security of [Organisation] or of its systems;
* Does not compromise the reputation or public image of [Organisation];
* Does not impact on the electronic storage capacity of [Organisation];
* Does not decrease network performance (e.g. large email attachments can decrease system performance and potentially cause system outages);
* Corresponds to the procedures outlined in the [Email Retention and Archiving Policy](https://communitydirectors.com.au/policies/email-retention-and-archiving-policy);
* Conforms to the practices for file management and storage outlined in the [Technology Procedures Manual];
* Incurs no additional expense for [Organisation];
* Violates no laws;
* Does not compromise any of the confidentiality requirements of [Organisation];
* Does not fall under any of the “unacceptable use” clauses outlined below.

Examples of what would be considered reasonable personal use are:

* Conducting a brief online banking transaction, or paying a bill;
* Checking social media during lunchtime;
* Sending a brief personal email or text or making a brief personal phone call.
	1. Permitted extended personal use

There may be times when Workers need to use the internet or email for extended personal use. An example of this could be when a Workers member needs to use the internet to access a considerable amount of material related to a course they are undertaking. In these situations, it is expected that:

1. The Workers member advises and negotiate this use with their manager beforehand in order to obtain the manager’s approval;
2. The time spent on the internet replaces all or part of a Workers member’s break/s for that day, or that they adjust their timesheet accordingly for that day.
	1. Access to electronic data

[Organisation] may need to access any and all Electronic Media Systems and Associated Tools. [Organisation] may authorise particular Workers to inspect any files or messages recorded on its electronic media at any time for any reason. . [Organisation] may also recover information that a user has attempted to delete, and Workers should not assume that such data will be treated as confidential.

* 1. Unacceptable use

Workers may not use Electronic Media Systems and Associated Tools provided by [Organisation] to:

* Create or exchange messages that are offensive, harassing, obscene or threatening;
* Visit websites containing objectionable (including pornographic) or criminal material;
* Exchange any confidential or sensitive information held by [Organisation] (unless in the authorised course of their duties);
* Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies);
* Undertake internet-enabled gambling or gaming activities;
* Conduct a business or side-project;
* Conduct any illegal activities;
* Conduct any activities that are not in line with [Organisation]’s values;
* Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email.
* Play games.
	1. Security

Workers must ensure that when not in use, Associated Tools are locked and stored securely. For security reasons, tools should not be left unlocked or unattended in public for any reason. Workers must not leave Associated Tools in a locked vehicle unless [Organisation] has provided prior written approval for this to occur.

### Breach of this policy

* 1. Any breach of this policy may result in disciplinary action up to the immediate termination of a Worker’s engagement or employment.
	2. Other disciplinary action that may be taken includes, but is not limited to, issuing a warning, suspension or disconnection of access to internet, email and computer use (whether permanently or on a temporary basis)., and withdrawal of access to and use of Associated Tools.

### Above and beyond provisions

Below is a list of provisions that go beyond the minimum and thus may help your organisation move into “Employer of Choice” territory. Consider if any of these might be appropriate for your organisation. Delete or include these provisions as appropriate for your organisation.

* Who will be responsible for loss, damage or theft of associated tools?
* Will you pay telecommunication bills?
* Will you pay for online subscriptions?
* Will you allow personal use of online tools for non-work purposes?

### Related Documents

* [Email Retention and Archiving Policy](https://communitydirectors.com.au/policies/email-retention-and-archiving-policy)
* [Technology Procedures Manual]
* [Working from Home Policy]

## Acceptable Use of Electronic Media Procedures

|  |  |  |  |
| --- | --- | --- | --- |
| Procedure number | [insert number] | Version | [insert number] |
| Drafted by | [insert name] | Approved on | [insert date] |
| Authorised person | [insert name] | Scheduled review date | [insert date] |

### Responsibilities

* 1. It shall be the responsibility of the CEO to implement this policy and to report to the Board annually on its progress.

### Procedures

* 1. All [Organisation] staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.
	2. [Organisation] will ensure its programs are designed and constructed to provide equal access for all users.
	3. [Organisation], in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.
	4. [Organisation] shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.
	5. Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by [Organisation] in consultation with people from those backgrounds.
	6. [Organisation] shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.
	7. [Organisation] shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.
	8. [Organisation] shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.
	9. [Organisation] shall require that any agents, contractors, or partners of [Organisation] deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.
	10. [Organisation] shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.
	11. [Organisation] shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.
	12. [Organisation] shall consider cultural diversity issues in the design and delivery of any training programs it provides.
	13. [Organisation] staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.
	14. [Organisation] shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.
	15. [Organisation] shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.
	16. [Organisation] shall promote diversity in the membership of its boards, committees and working groups.
	17. [Organisation] shall keep in its client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).
	18. [Organisation] shall protect the privacy of individual clients when collecting this data. Consideration will be given to:
* collecting only data essential to the particular service delivery or evaluation purpose;
* guaranteeing anonymity; and
* ensuring that all data collection proposals are non-intrusive.

### Related Documents

* [Affirmative Action Policy](https://www.ourcommunity.com.au/files/policybank/AffirmativeActionPolicy2015.doc)
* [Staff Recruitment Policy](https://www.ourcommunity.com.au/files/policybank/StaffRecruitmentPolicy2015.doc)
* Affirmative Action Practices
* Staff recruitment Practices

About this document

This policy sample has been developed by the [Institute of Community Directors Australia](https://www.communitydirectors.com.au?utm_campaign=policybank&utm_medium=doc&utm_source=website&utm_content=template) (ICDA) and is free for any not-for-profit organisation to download and use, so long as it is for a non-commercial purpose and that the organisation is not paying a consultant to carry out this work. [Click here](http://www.ourcommunity.com.au/general/general_article.jsp?articleId=2153#16) for our full copyright guidelines.

### Important notes

* You can't (or shouldn't) rely on these sample policies and procedures alone. They’re a starting point, but you will have to adapt them to suit your own language and requirements.
* Most samples include both policies and procedures (the policies provide guidance on standards, while procedures give instructions on implementing standards). We recommend adopting policies at a board level, while procedures can be developed/signed off by the organisation's CEO.
* We use the term ‘board’ to cover boards, committees of management, or anybody that has final authority in your organisation. And the term ‘CEO’ extends to executive directors, or your chief administrator. You should change the terms in these policies to match those used in your organisation.

### Other policies

There are numerous policies available on the [Community Directors website](https://communitydirectors.com.au/tools-resources/policy-bank). You can hunt for what you need with our site search function.

### Make a deposit

If you have some great policies that your organisation thinks would be of use to other groups, email them to service@ourcommunity.com.au. We'll review them, amend them so that they're applicable to the greatest number of not-for-profits possible, push them into our format, and load them up.

### Join us!

ICDA is a best-practice governance network for the directors serving on Australia’s 600,000 not-for-profit boards, committees and councils, and the senior Workers who support them.

ICDA members get access to a range of educational, capacity building and networking opportunities that build knowledge, connections and credentials.

If you appreciated this free policy, we would appreciate your ongoing support by joining ICDA from only $65 p.a

### The benefits of membership

1. Receive ‘responsible person’ status – ICDA members are recognised by the ATO under ‘responsible person’ rules
2. Recognition – three membership post-nominal options, providing community and professional recognition for educated and engaged not-for-profit members
3. Capacity building publications – current trends, issues and emerging areas of risk via member-only newsletters governance help sheets
4. Policy alerts – receive notification when changes are made to governance, human resources, financial management, values and communications policies you’ve downloaded through the Policy Bank
5. Preferential member pricing – members receive discounts for the Festival of Community Directors events and online Compact Courses
6. Alumni events – access to deep connections and a vibrant network of believers and doers. There’s an online forum, as well as regular invitations to events like Communities in Control Conference
7. Access to forums, networks, information and opportunities – boost your confidence (and competence) and open career doors
8. Budget-friendly – for as little as $65 a year you get all the benefits outlined above and so much more.

### Legal advice at a pre-agreed price

Please note that this is a template policy for guidance only. For assistance in tailoring this policy to suit your organisation, or for legal advice at a pre-agreed price or training in this area, please do not hesitate to contact Our Community’s preferred legal supplier [Maddocks](https://maddocks.com.au).

E: NFPHelp@maddocks.com.au | W: <https://maddocks.com.au>