



Computer, Internet, Email and Social Media Policy

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1 Use of EK Outreach Services Computer Equipment

- 1.1 In order to control the use of EK Outreach Services computer equipment and reduce the risk of contamination, the following will apply:
- 1.1.1 The introduction of new software must first of all be checked and authorised by a senior member of EK Outreach Services before general use will be permitted.
 - 1.1.2 Only authorised staff and students should have access to EK Outreach Services computer equipment.
 - 1.1.3 Only authorised software may be used on any of EK Outreach Services computer equipment.
 - 1.1.4 No software may be brought on to or taken from EK Outreach Services premises without prior authorisation.
 - 1.1.5 Unauthorised access to the computer facility will result in disciplinary action. Unauthorised copying and/or removal will result in disciplinary action. Such actions could lead to dismissal or in the case of students, exclusion.
- 1.2 EK Outreach Services reserve the right to carry out regular monitoring of employees' and student's use of all EK Outreach Services computer equipment including the e-mail system, particularly in cases where it is suspected that some form of system or equipment abuse may be happening or where other unacceptable practices are taking place.

2 **INTERNET**

- 2.1 The Internet is an important communication facility providing contact with professional and academic sources throughout the world. Where appropriate and duly authorised, staff are encouraged to make use of the Internet as part of their official professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in WSL's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.
- 2.2 Intellectual Property Rights and Copyright must not be compromised or infringed when publishing on the Internet.
- 2.3 The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material or non-related employment issues will leave you liable to disciplinary action which could lead to dismissal.

3 **E-MAIL POLICY**

Policy

- 3.1 The use of the e-mail system is encouraged, as its appropriate use improves efficiency. Used correctly, it is a facility that is of great assistance to employees and students. Its inappropriate use, however, causes many problems, including distractions, time wasting and legal claims. This policy sets out WSL's position on the correct use of the e-mail system, both on computers and voicemail on telephones.

Procedure

Authorised Use

- 3.2 The e-mail system is available for communication on matters directly concerned with the legitimate business of EK Outreach Services. If you use the e-mail system you should pay particular attention to the following points:
 - 3.2.1 All e-mails must be polite and professional in nature.
 - 3.2.2 E-mail messages and copies should only be sent to those for whom they are particularly relevant.
 - 3.2.3 E-mail should not be used as a substitute for face-to-face communication. E-mails, which are rude or abusive, must not be sent. Hasty messages, sent without proper consideration, can upset and cause concern or misunderstandings.

- 3.2.4 If an e-mail is confidential, you must ensure that the necessary steps are taken to protect confidentiality of all parties as EK Outreach Services will be liable for infringing copyright or any defamatory information circulated either within EK Outreach Services or to external users of the system.
- 3.2.5 Where communications contain pupil information, such correspondence will be considered to be “sensitive personal data”. All such communication should refer to the pupil via initials only (or other such pupil number) and not by name or in such a way as to readily identify the pupil.
- 3.2.6 Offers or contracts transmitted via e-mail are as legally binding on EK Outreach Services as those sent on paper.
- 3.3 Any failure on your part to observe these guidelines could result in disciplinary action, including summary dismissal.

Unauthorised Use

- 3.4 EK Outreach Services will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:
- Sending messages that could constitute bullying, harassment or other detriment.
 - Personal use, e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters.
 - On-line gambling.
 - Accessing or transmitting pornography.
 - Transmitting copyright information and/or any software available to the user.
 - Posting confidential information about other employees and students, EK Outreach Services or its customers or suppliers.
- 3.5 Any unauthorised or inappropriate use of e-mail may result in disciplinary action being taken against you, which could include summary dismissal.

Implementation of the Policy

- 3.6 Regular monitoring of e-mail messages will be carried out on a random basis. Hard copies of e-mail messages can be used as evidence in disciplinary proceedings.
- 3.7 Unknown files or messages should never be introduced into the system without first being checked for viruses.
- 3.8 Training in the use of e-mail will be run on an in-house basis on request. Managers are required to ensure that all new employees are instructed in the use of the e-mail system.

- 3.9 E-mail users may be issued with a confidential password which will be changed at irregular intervals. Access to the e-mail system using another employee's password without prior authorisation is likely to result in disciplinary action.
- 3.10 Critical information must not be stored solely within the e-mail system. Hard copies must be retained and it is the responsibility of the individual issuing the e-mail to ensure the hard copy is filed. If necessary, confidential documents can be password protected.
- 3.11 Users are reminded that the mere deletion of a message or file may not fully eliminate it from the system.
- 3.12 Users are required to be familiar with the requirements of the **Data Protection Act 1998** and to ensure that they operate in accordance with the requirements of the Act. Please ask your Manager for details.
- 3.13 Users should be aware that EK Outreach Services reserves the right to access individual employee's and students' e-mail accounts in cases where, in EK Outreach Services view, there is a legitimate need to do so.
- 3.14 If you have cause for complaint as a result of e-mail communications you should raise the matter, in writing, initially with the Head of service. If appropriate, the complaint can then be progressed through EK Outreach Services Grievance Procedure.

4 SOCIAL MEDIA POLICY

Policy

- 4.1 EK Outreach Services recognises that social media and networking sites have become a regular part of everyday life for many people. However care must be taken not to breach our confidentiality policy, disseminate any information about yourself, your colleagues, any of EK Outreach Services supplier's, partners or clients / customers, or even a member of the public.
- 4.2 Social media is a rapidly developing area. For the purposes of this policy social media will be deemed to include any data that can be transmitted, uploaded, downloaded or received and exchanged through any means. This data is not limited to print, text, email, photo, video, any electronic file format.
- 4.3 This policy aims to provide guidelines as to what EK Outreach Services expects from you as an employee. This includes your actions whilst at work or at any other time, using EK Outreach Services equipment, or other equipment you may use.

Personal use

- 4.4 If you have a personal profile on a social media site you should ensure that others may not access content, media or any other data that a) you would not be happy to disclose or b) which would or could reasonably undermine your position as a professional and trusted employee of EK Outreach Services.
- 4.5 It is imperative that you ensure that the normal boundaries kept between yourself and your students during school time are maintained outside working hours and that you protect your privacy. To this end, it is not permitted for students to be added to personal contacts on any social networking sites. If you currently have a student in any “friends” group, you will need to delete them off your list with immediate effect.

Employees must not:

- 4.5.1 Publicly identify themselves as working for EK Outreach Services, make a reference to EK Outreach Services or provide information from which others can ascertain the name or other identity in relation EK Outreach Services.
- 4.5.2 Act in any way, by their actions or failure to prevent the actions of others that may be detrimental to EK Outreach Services or EK Outreach Services reputation or brings EK Outreach Services into disrepute.
- 4.5.3 Use an EK Outreach Services email in registering or setting up any personal social media site.
- 4.5.4 Allow any use or interaction on social media sites or via blogging, tweets or other means, damage working relationships between current or past employees, suppliers, partners, clients or students.
- 4.5.5 Make any derogatory, offensive, discriminatory or defamatory comments about current or past employees, suppliers, partners, clients or students.
- 4.5.6 Make any comments about EK Outreach Services past or present employees that could constitute unlawful discrimination, harassment or bullying. Further details regarding unacceptable behaviour is contained within EK Outreach Services Equal Opportunity and Dignity and Work policies.
- 4.5.7 Disclose any trade secrets or confidential information in relation to EK Outreach Services activities. Further details are found in EK Outreach Services Non-Disclosure and Confidentiality policies.

- 4.5.8 Disclose any personal information of any past or present employees, suppliers, partners, clients or customers. Any disclosure would be a direct breach of the Data Protection Legislation.
- 4.6 Any official account set up on EK Outreach Services behalf must have prior authorisation by senior management and may only be used by authorised staff to post information online. As well as the above general conditions being applicable, all information posted must comply with EK Outreach Services policies on confidentiality and intellectual property, copyright laws and not identify third parties without their express consent.
- 4.7 Employees who contravene these rules will be subject to EK Outreach Services disciplinary rules and procedures and be liable to disciplinary action up to and including dismissal.
- 4.8 If in doubt seek advice from your line manager.

5 DISCLOSURE OF INFORMATION

- 5.1 You must not directly or indirectly disclose to any unauthorised person any knowledge or information relating to school students, WSL's business, or the business of any of EK Outreach Services customers without first obtaining permission in writing from EK Outreach Services.
- 5.2 You must not use for your own purposes or profit or for any purposes other than those of EK Outreach Services, any information which you may acquire in relation to EK Outreach Services and/or its customers' business.
- 5.3 The rules concerning disclosure of information apply both during and after your employment with EK Outreach Services.
- 5.4 Unauthorised access to EK Outreach Services information, whether computerised or manual, may lead to disciplinary action being taken against you. In the case of computerised information "hacking" will be considered a dismissible offence.
- 5.5 At the time of leaving EK Outreach Services, for whatever reason, you are required to return all products, documentation or any other information related to EK Outreach Services and, if requested, confirm compliance of the same in writing.
- 5.6 In addition, EK Outreach Services reserves the right to request such information to be returned during any period of notice should it deem it possible that there could be a risk, intentional or otherwise, of EK Outreach Services or commercially sensitive information being made available to other parties.