



ACCEPTABLE USE OF COMPUTERS, INTERNET AND EMAIL POLICY AND PROCEDURE

Responsible Officer	Administration Officer
Approved by	Senior Management Team
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INTRODUCTION

Community Veracity recognises that staff need access to email systems and the internet to assist in the efficient and professional delivery of services. Community Veracity supports the right of staff to have access to reasonable personal use of the internet and email communications in the workplace.

PURPOSE

This policy sets out guidelines for acceptable use of the computer network, including internet and email, by employees and volunteers of Community Veracity. Access to internet and email is provided to Community Veracity staff and volunteers for the primary purpose of assisting them in carrying out the duties of their employment.

POLICY

Staff may use the internet and email access provided by Community Veracity for:

- Any work and work-related purposes;
- Limited personal use (for details see Procedures, below);
- More extended personal use under specific circumstances (for details see Procedures, below).

RESPONSIBILITIES

It is the responsibility of the CEO to ensure that:

- staff are aware of this policy;
- any breaches of this policy coming to the attention of management are dealt with appropriately.

It is the responsibility of the all employees and volunteers to ensure that their usage of electronic media conforms to this policy.

PROCESSES

Limited personal use

Limited personal use of computer, internet and email facilities provided by the organisation is permitted where it:



- Is infrequent and brief;
- Does not interfere with the duties of the employee or his/her colleagues;
- Does not interfere with the operation of Community Veracity;
- Does not compromise the security of the Community Veracity systems;
- Does not impact on Community Veracity's electronic storage capacity;
- 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 Maintenance and Archiving Procedures document;
- Conforms to the practices for file management and storage outlined in the current Technology Procedures Manual;
- Incurs no additional expense for Community Veracity;
- Violates no laws;
- Does not compromise any of the confidentiality requirements of Community Veracity;

Examples of what would be considered reasonable personal use are:

- Conducting a brief online bank transaction, or paying a bill;
- Sending a brief personal email, similar to making a brief personal phone call.
- Does not fall under any of the 'unacceptable use' clauses outlined below

Permitted extended personal use

It is recognised that there may be times when staff need to use the internet or email for extended personal use. An example of this could be when a staff member needs to use the internet to access a considerable amount of materials related to study they are undertaking.

In these situations it is expected that:

- The staff member advise and negotiate this use with their Manager beforehand in order to obtain the Manager's approval;
- The time spent on the internet replaces all or part of a staff member's break/s for that day, or that they adjust their timesheet accordingly for that day.

Unacceptable use

Staff may not use internet or email access (including internal email access) provided by Community Veracity 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 Community Veracity (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);
- Use internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities;
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email.

Staff may not use the Community Veracity's computers to play games at any time.