

Measham and District Youth Club
(MYC)

Internet, Email & Communication Policy

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1. Introduction

The purpose of this policy is to protect the performance, reliability and security of the IT systems and data, and to protect MYC, individual members of staff and volunteers from legal action arising from misuse. Please read and follow carefully the policy and its appendix. At the moment the only e-mail relating to MYC, is the personal, home e-mail of the secretary. This is the contact e-mail for MYC for external correspondence, our website contact and the Charity Commission.

If in the future the club develops an e-mail system, then statements in this policy relating to e-mail use at the club will become relevant. Until then they are irrelevant.

The appendix to this document entitled “Acceptable Computer User Statement” will be updated from time to time by the Trustees. All staff and volunteers should ensure that they read and abide by the appendix and subsequent updates.

Please always bear in mind that e-mail is a powerful communication tool, but sometimes other communication methods are sometimes more appropriate (face to face or telephone). Consider the implications of your message being made available to anyone other than the person for whom it is intended. Double check what you have said and to whom you have addressed it to before pressing the send button.

2. Monitoring

The use of telephone, e-mail and the use of the Internet are all monitored. Any misuse or other breaches of this policy will be investigated and may lead to you being asked to leave the Club.

3. Using E-Mail

3.1. Efficiency

MYC e-mail facilities are intended for club use only. Very occasionally you may need to send an urgent personal message; please be brief. Please be aware that e-mail use is monitored.

Please do not create e-mail congestion by sending trivial messages or copying e-mails to those who do not need to see them. Decide who needs to receive the message and send to only those people, rather than waste the time of people who do not need to read it.

Be polite and concise. If you need to send a long message it may be better to type it in word and send it as an attachment.

If a message becomes irrelevant if not read within a particular timeframe then use the 'expires after' function found under 'more options'.

3.2 Legal Implications

E-mail correspondence is neither private nor temporary. Copies may exist within MYC computer network infrastructure long after they are deleted by the sender and / or recipient and may be disclosed in litigation. If you are the author of a libellous message (an untrue written statement affecting the reputation of the subject) sent by e-mail or posted on the Internet, then you will be responsible for it and will be legally liable for any damage it causes to the reputation of the individual concerned.

All external e-mails must have the following disclaimer:

"This e-mail and any files transmitted with it are confidential. They may be privileged and are intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender by replying to the e-mail containing this attachment.

Replies to this email may be monitored by MYC for operational or business reasons.

Whilst every endeavour is taken to ensure that e-mails are free from viruses, no liability can be accepted and the recipient is requested to use their own virus checking software."

Always ensure that the content of your message cannot be construed as abusive, offensive or defamatory. Defamation is the publication of a statement, which adversely affects a person's, or organisation's reputation; and a defamatory comment could result in either MYC or you as an individual being sued for damages. Also, please make sure that what you say cannot be regarded by the intended recipient, or any other party, as harassment on the basis of sex, race, disability, or any other reason.

You must not send e-mails which are in breach of the Data Protection Act, copyright, or are otherwise illegal, or which breach contractual obligations (in particular of confidentiality) of MYC or its related activities.

It is also important that you do not amend e-mail messages received or impersonate any other person when using e-mail.

Please take care not to unwittingly enter into a contractual obligation using e-mail (or any other form of communication). If you are making a purchase then send a purchase order form which has been appropriately authorised and signed.

All email is stored and email (including personal email) may be inspected by MYC at any time without notice. Upon a member of staff or volunteer leaving, they must forfeit all copies of emails and their account will be automatically terminated. MYC reserves the right to alter staff passwords at any time.

Personal emails should contain the following email message:

‘This email is personal. It is not authorised by or sent on behalf of Measham and District Youth Club. This email is the personal responsibility of the sender’.

3.3 Staff and Volunteers may only send documents of a highly confidential nature by email where they are encrypted and where authorisation from one of the Trustees has been obtained. All such messages should have the following statement included:

‘This message is confidential and intended only for the addressee. No other person is authorised to decrypt this message and unauthorised decryption is prohibited and unlawful. Unauthorised decryption will not waive privilege or confidentiality’

Emails containing information that is in any way sensitive or confidential must include the following:

‘The information contained in this email is of a confidential nature and is intended only for the addressee. If you are not the intended addressee, any disclosure, copying or distribution by you is prohibited and may be unlawful. Disclosure to any party other than the addressee, whether inadvertent or otherwise is not intended to waive privilege or confidentiality. If you have received this email in error, please notify (your email address).

3.4 Receiving E-Mail

Check e-mails on a regular basis, reply or acknowledge promptly and use the out of office response if you plan to be absent. **Regularly clear your system.**

If you receive an offensive or abusive message you should notify one of the Trustees (see below) and record the incident in your diary.

If you receive a large amount of unsolicited e-mail selling goods or services please report it to one of the Trustees

Only give out your e-mail address for MYC purposes and explain to friends / contacts that it is against MYC policy for you to receive any e-mail which is not directly related to your work , unless it is absolutely necessary.

4. Internet Use

Except for the arrangement set out below you may use the Internet only for MYC work .

Under no circumstances may pornographic, illegal or other offensive material, be viewed.

You must not represent, or appear to represent or speak on behalf of MYC on social networking sites, bulletin boards, newsgroups or any other Internet service of any kind whatsoever. Where it is felt appropriate/necessary for MYC to respond this should be undertaken by one of the Trustees. (See below)

Under no circumstances should any social network site be set up using the MYC logo, name or any other materials which may suggest it is supported by MYC without discussion with a Trustee.

Under no circumstances should young people who use the services of MYC be contacted using staff or volunteers' personal email addresses or personal social network sites.

You must not copy or transmit to third parties the works of others without their permission as this may infringe copyright.

Some personal access to the Internet at MYC is permitted, but this must be in your own time. If you do need to make a purchase or make a holiday booking etc please use your own e-mail address. It is not permitted to download or share copy righted material.

5. Other Forms of Communication

5.1 Telephone

This is intended for MYC only. Occasionally you may need to make an urgent / necessary personal call - please keep this brief. Please ask your friends and relatives not to ring you at work, except for an urgent matter. Likewise, please do not use your mobile phone for personal calls and texting whilst working at MYC unless it is absolutely necessary and then please be brief.

When using the telephone or answer phone for MYC business be professional, respect the caller's need for confidentiality and keep your sound volume to a level which cannot be heard by others.

Telephone messages left for staff members must be returned within one week. If a staff member is absent, the most appropriate person should respond on their behalf, whilst maintaining confidentiality for the person unable to respond.

5.2 PC

If you have an occasional urgent need to produce a small document (i.e. an official letter) please do this outside your normal working hours.

5.3 Photocopier

This is intended for business only.

6. Monitoring of Communications

Staff should be aware that in certain circumstances the action of monitoring or recording communications is permitted under law and while MYC wishes to respect the right of all employees to privacy, there are certain legitimate reasons for the monitoring of all systems of communication and internet access. For example: to establish facts, e.g. that transactions have taken place; for quality control or training purposes; to prevent or detect crime; to detect or investigate unauthorised use of the organisation's computer or telephone systems; to maintain the effective operation of the employer's systems - this could include monitoring e-mail to prevent viruses; to identify whether communications are personal or business related; or to monitor calls to anonymous telephone help lines.

7. Review and Amendment

This policy will be reviewed biannually by MYC Management Committee, and may be amended at any time to take account of changes in the law and other developments surrounding e-mail and Internet use. Staff will be consulted regarding amendments to the policy.

Please read through the policy and appendix and sign and date that you have read and understood them. You should then sign the document and take a photocopy. The original document should be returned to a Trustee. It will be placed on your personal file. Please note that failure to read, sign and return this document does not give you immunity to any legal or internal monitoring or disciplinary processes. You will also need to read the appendix updates, which the one of the Trustees will circulate from time to time.

I have read through and understand the terms of this Policy and appendix.

Signature Date

Please print your name

Trustee to contact if problems / questions regarding e-mail or internet use:-

Martin Vaughan: 01530 412220 or 07970 060 987 mvaughan9@gmail.com

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8. Appendix

GENERAL STATEMENT/GUIDELINES ON ACCEPTABLE COMPUTER USE AT MYC

This appendix will be reviewed and updated from time to time. Please check with one of the Trustees above if you are in doubt about its currency.

Your password for PCs, network logons and software applications must be kept secure. It should be known only to you. Exceptionally, and only with the agreement of one of the Trustees, your password may be shared with another person(s) for an agreed period of time.

If you will be away from MYC for extended periods, such as on leave, it is important that you set up and 'Out of Office' message on your e-mail indicating when you will return and details of an alternative contact in your absence.

Staff who have or use an MYC PC or laptop at home should understand that the equipment is for the use by staff only, unless otherwise agreed by one of the Trustees. Staff are responsible for ensuring that the PC / Laptop is not being misused and is kept in a secure place.

Your PC/laptop should be shutdown at the end of each session and you should log off during a session if you are going to leave the PC / laptop unattended.

You are permitted to use outside material such as portable storage and CDs providing you have up to date antivirus protection which is correctly configured. Only authorised anti-virus software should be used. CDs that contain any kind of software should not be used without checking first with one of the Trustees.

Do not circulate any virus warnings to other staff or external contacts. Many of these are hoaxes. You should instead discuss this issue with one of the Trustees.

MYC protects its mail and file servers with filtering software. However, staff are asked to be virus conscious. You can also request that recurring nuisance emails from a particular source be blocked.

Do not respond to any 'get rich quick' email messages.

Email attachments sometimes contain software upgrades and patches, software tools, hardware drivers, freeware, games, screensavers and animations which all carry high risk to systems. Filtering software on the server should block these. In the event of you receiving one do not open. For the same reasons do not download these type of files from the internet.

ALL data should be backed up on a monthly basis.

Large graphics take up a lot of space and should be deleted once their use has expired. Mailbox size limits and disk quotas may be applied to restrict the amount of storage you use.

All software (free or otherwise) and hardware purchases must be discussed with one of the Trustees before going ahead with the purchase.

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