



COMPUTER AND TELEPHONE USAGE POLICY 2019

Purpose

This document formalises how ICT and associated equipment should be used by employees of Woodbridge Town Council.

Scope

Computer equipment, software, data access and services provided by the Council for use in conducting Council business is supplied on the following terms and conditions:

General

- These Conditions of Use may be modified from time to time, in response to changing circumstances of an operational, legislative or technological nature.
- Periodic checks may be made by Internal Audit or the Town Clerk to ensure compliance with these conditions. Where required to do so you must disclose passwords for this purpose.

Ownership

- The computer equipment, software, data, data access and services provided are the property of the Council. The equipment shall be recorded in the inventory of IT equipment and software. They are provided for the duration of your work with the Council.
- At the end of that period services provided will be terminated and computer equipment and software must be returned to the Council in full working condition.
- If equipment has been lost or damaged whilst on loan, a charge may be made for its replacement or repair.

Installation

- The equipment, software and services will be prepared for your use.
- The Council will be responsible for supplying equipment and any leads necessary to operate the equipment.

Training

- It is the responsibility of the Town Clerk to ensure that every member of staff working on Council systems has been given sufficient training to use the systems.

Use of Computer Equipment, Software and Services

- The equipment, software and services are provided for use in respect of Council business. In making use of the facilities provided you are required to comply with Council policy and guidelines with respect to the use of ICT. These include, but are not limited to:
 - Financial Regulations
 - The Internet Code of Practice
 - The Council's Personnel Policies and Procedures
- The relevant policies will have been supplied to you and are available in the Policy file.
- Private use of the ICT facilities provided is not allowable.
- The Council accepts no liability for any consequences (including financial or other loss) which may arise through private use of the facilities provided. You should also note that the security of private information and data is your responsibility. You are advised that simply deleting files does not permanently remove them from a computer.
- Access to the internet is provided by the Council for business use only. You should be aware that the internet contains potentially offensive material.
- The Council accepts no liability for any offence, injury or consequences that may result from your use of the internet and its associated facilities. See Section 8 for more detail.
- You are also reminded of your responsibility of probity (see Section 9 below).

Legal Implications

- The Council must comply with all UK legislation with respect to the use of ICT. In using Council facilities you must do likewise. You may be held personally liable for any breach of current legislation and any future legislation that may be enacted:
 - Examples of current legislation include, but are not limited to:
 - Data Protection Act 1998 and 2018
 - General Data Protection Regulations 2018
 - Copyright Designs and Patents Act 1988
 - Computer Misuse Act 1990
 - Obscene Publications Act 1959
 - Freedom of Information Act 2000
- It is your responsibility to ensure that your use of any personal information complies with the provisions of the Data Protection legislation.

- The transmission of personal information contained within the electronic mail or as an attachment to electronic mail is also subject to the provisions of the Data Protection Act.
- Personal information must not be sent over the internet without consent.
- Printed reports must be disposed of with regard to the sensitivity of the information concerned and all material making reference to personal data must be disposed of in accordance with the Council's policies and procedures.
- Please also be aware that no unauthorised disclosure of information is permitted.
- The use, or possession, of unlicensed copies or 'pirated' versions of software is illegal and is expressly prohibited under the Copyright Designs and Patents Act 1988 and Council policy.
- The use of equipment must be in compliance with all relevant legislation.
- For specific guidance, please contact the Town Clerk.

Computer Security

- This information Security Policy must be complied with at all times.
- Information concerning the Council's computer security arrangements and access methodologies must not be divulged to unauthorised persons.
- The use of all media and removable devices must conform to the media policy and must be checked for viruses before use.
- Where a virus is suspected/detected, the matter must be reported to the Town Clerk immediately. Until virus repair is affected, and infected PC must not be used.
- Virus repair must be undertaken only by or under the guidance of staff of React Software.
- Software or programmes (including screen savers and wallpaper), must not be downloaded from the internet or installed from removable media. This includes programmes or software available for trial purposes or those that are free of charge.
- No software can be loaded onto the Council's ICT equipment except by React Software.
- Data stored on portable IT equipment must be backed-up on a regular basis. A network connection will be provided to facilitate this.
- The data on networked PCs should only be saved to designated areas on the network. Data must not be saved onto the C: drive of any PC.
- Where information is kept on portable/removable media these must be kept securely when not in use.
- Where stolen equipment and/or software are recovered, or where it is suspected that equipment or software have been tampered with, they must be returned to the Town Clerk for testing prior to re-use.

Risk Management and Insurance

- As part of its risk management and risk financing arrangements, the Council maintains insurance on the equipment provided to you, including cover against perils of theft, accidental damage, malicious damage and fire.
- All computer equipment must be secured from theft or unauthorised use as far as is practical.
- If you travel with a laptop, mobile telephone or other equipment, it should not be left in an unattended vehicle unless there is no other option, in which case it should be secured out of sight in the boot. There is no insurance cover for losses arising from unlocked vehicles or other unsecured situations. Therefore, you should be especially careful when taking equipment away from Council offices as you will be liable for any such loss.
- Any loss or damage to the equipment should be reported as soon as possible to the Town Clerk in the first instance and any criminal damage should be reported to the Police.
- Any loss of personal data as the result of loss or theft of equipment should be reported to the Town Clerk and the Information Commissioners' Office.

Internet Access and Electronic Mail

- Internet access, electronic mail, electronic diaries and associated services will be made available for your use.
- The policy for the acceptable use of the internet must be adhered to at all times.
- E-mail will be provided using the corporate e-mail service. You will be provided with an official Council electronic mail address. You are requested to monitor and manage your electronic mail and calendar on a regular basis.
- The corporate electronic mail system is provided for official business only.
- In accordance with the Telecommunications (Lawful Business Practice) Interception of Communications Regulations, the Town Clerk may lawfully view and monitor all e-mails created, sent, forwarded, received or saved on the corporate e-mail system without prior notice, and reserves the right so to do. You are therefore advised to think carefully before the facilities provided are used to communicate personal or sensitive information. The nature and content of electronic mail should be considered carefully and treated in the same way you would treat conventional mail.
- The Council may also lawfully view and monitor all internet access, and reserves the right so to do.
- You are reminded that Council facilities may only be used for lawful purposes. Viewing or transmission of any material which may be regarded as offensive or in violation of any UK law or legislation is not permitted. Such material may include copyright material, material

judged to be threatening, pornographic, obscene or sexually explicit and material protected by trade secret.

Probity

- All officers and councillors are reminded that you are bound by the National Code of Local Government Conduct and that the general principles contained within the Code also apply to specific instances, such as the use of the internet, intranet or e-mail. You should ensure that your conduct accords with the requirements of the National Code and that of Suffolk's Code of Conduct (accepted by Council for use by Woodbridge Town Council). Other people who may from time to time work in the Council's offices will be expected to act in a manner that complies with these codes.
- Any allegations of breach of the Code will be referred to the Town Clerk for investigation.

Support

- Any computer equipment or software problems which occur should be reported to the Town Clerk during normal working hours, quoting the asset number from the label attached to your PC. This will ensure that the problem is tracked and concluded as quickly as possible.
- No support will usually be provided outside of normal working hours.
- In the event that the equipment suffers a complete hardware malfunction, the Council will be responsible for putting the equipment back to the condition in which it was first supplied and will also reinstate, as far as is reasonable and possible, information and data secured from the most recent back-up.

Consumables

- The Council will provide consumable items such as paper and toner printer cartridges for printers.

Health and Safety

- In the interests of health and safety, you are advised to adhere to the following recommendations for the safe use of personal computer equipment
 - Sit in a chair that gives you good back support to avoid backache
 - Position the screen in front of you to avoid twisting
 - Regularly look away from the screen to reduce eye strain
- If you have been provided with a laptop computer. You should avoid using it on a low table or on your lap as both of these positions will increase strain on your neck and lower back.
- If you have any concerns relating to the safe use of your computer equipment, please contact the Town Clerk.

Data Use

- Any data that is available to be accessed must only be used for Council purposes and must not be transferred to any third party or other employers without the explicit agreement of the Town Clerk.

Schedule of Equipment, Software and Services

Equipment

Inventory/Asset Number

Software

Services

Declaration

I confirm that I

Have received the equipment, software and services specified above and that I agree to abide by the terms and conditions of use as set out above.

Signed Date