# Acceptable use of IT

# Policy & Procedure

Introduction

Most organisations will use IT in some form, to protect your organisation and the users it is helpful to have an Acceptable Use Policy in your organisation.

An Acceptable Use Policy (AUP), acceptable usage policy or fair use policy, is a set of rules applied by the owner, creator or administrator of a network, website, or service, such as an organisation that restrict the ways in which the network, website or system may be used and sets guidelines as to how it should be used.

The example policy below can be adapted to suit your organisation.

Example Policy

This Acceptable Usage Policy covers the security and use of all [insert organisation here] information and IT equipment. It also includes the use of email, internet, voice and mobile IT equipment.

This policy applies to all [insert organisation here] employees, contractors and agents (hereafter referred to as ‘individuals’).

This policy applies to all information, in whatever form, relating to [insert organisation here] activities, and to all information handled by [insert organisation here] relating to other organisations with whom it deals. It also covers all IT and information communications facilities operated by [insert organisation here] or on its behalf.

**Computer Access Control – Individual’s Responsibility**

 Access to the [insert organisation here] IT systems is controlled by the use of User IDs, passwords and/or tokens. All User IDs and passwords are to be uniquely assigned to named individuals and consequently, individuals are accountable for all actions on the [insert organisation here] IT systems. (Please amend as appropriate)

Individuals must not:

• Allow anyone else to use their user ID/token and password on any [insert organisation here] IT system.

 • Leave their user accounts logged in at an unattended and unlocked computer.

 • Use someone else’s user ID and password to access [insert organisation here] IT systems.

• Leave their password unprotected (for example writing it down).

• Perform any unauthorised changes to [insert organisation here] IT systems or information.

• Attempt to access data that they are not authorised to use or access.

• Exceed the limits of their authorisation or specific business need to interrogate the system or data.

• Connect any non-authorised device to [insert organisation here] network or IT systems.

• Store [insert organisation here] data on any non-authorised equipment.

• Give or transfer [insert organisation here] data or software to any person or organisation outside [insert organisation here] without the authority of [insert organisation here]

Line managers must ensure that individuals are given clear direction on the extent and limits of their authority with regard to IT systems and data.

**Internet and email Conditions of Use**

 Use of [insert organisation here] internet and email is intended for business use. Personal use is permitted where such use does not affect the individual’s business performance, is not detrimental to (Acme Corporation) in any way, not in breach of any term and condition of employment and does not place the individual or (Acme Corporation) in breach of statutory or other legal obligations.

All individuals are accountable for their actions on the internet and email systems.

Individuals must not:

• Use the internet or email for the purposes of harassment or abuse.

• Use profanity, obscenities, or derogatory remarks in communications.

• Access, download, send or receive any data (including images), which [insert organisation here] considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.

• Use the internet or email to make personal gains or conduct a personal business.

• Use the internet or email to gamble.

• Use the email systems in a way that could affect its reliability or effectiveness, for example distributing chain letters or spam.

• Place any information on the Internet that relates to [insert organisation here] alter any information about it, or express any opinion about [insert organisation here] unless they are specifically authorised to do this.

• Send unprotected sensitive or confidential information externally.

• Forward [insert organisation here] mail to personal email accounts (for example a personal Hotmail account).

• Make official commitments through the internet or email on behalf of [insert organisation here]  unless authorised to do so.

• Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.

• In any way infringe any copyright, database rights, trademarks or other intellectual property.

• Download any software from the internet without prior approval of the Trustees.

• Connect [insert organisation here]) devices to the internet using non-standard connections.

**Clear Desk and Clear Screen Policy**

 In order to reduce the risk of unauthorised access or loss of information, [insert organisation here] enforces a clear desk and screen policy as follows (amend as appropriate):

• Personal or confidential business information must be protected using security features provided for example secure print on printers.

• Computers must be logged off/locked or protected with a screen locking mechanism controlled by a password when unattended.

• Care must be taken to not leave confidential material on printers or photocopiers.

• All business-related printed matter must be disposed of using confidential waste bins or shredders.

**Working Off-site**

It is accepted that laptops and mobile devices will be taken off-site. The following controls must be applied:

• Working away from the office must be in line with [insert organisation here] remote working policy.

• Equipment and media taken off-site must not be left unattended in public places and not left in sight in a car.

• Laptops must be carried as hand luggage when travelling.

• Information should be protected against loss or compromise when working remotely (for example at home or in public places). Laptop encryption must be used.

• Particular care should be taken with the use of mobile devices such as laptops, mobile phones, smartphones and tablets. They must be protected at least by a password or a PIN and, where available, encryption.

**Mobile Storage Devices**

Mobile devices such as memory sticks, CDs, DVDs and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data.

Only [insert organisation here] authorised mobile storage devices with encryption enabled must be used, when transferring sensitive or confidential data.

**Software**

Employees must use only software that is authorised by [insert organisation here] on [insert organisation here] computers. Authorised software must be used in accordance with the software supplier's licensing agreements. All software on [insert organisation here] computers must be approved by [insert organisation here] Trustees/committee and installed by [insert organisation here]

Individuals must not:

• Store personal files such as music, video, photographs or games on [insert organisation here] IT equipment.

**Viruses**

The [insert organisation here] has implemented centralised, automated virus detection and virus software updates within the [insert organisation here] All PCs have antivirus software installed to detect and remove any virus automatically.

Individuals must not:

• Remove or disable anti-virus software.

• Attempt to remove virus-infected files or clean up an infection, other than by the use of approved [insert organisation here] anti-virus software and procedures.

**Telephony (Voice) Equipment Conditions of Use**

Use of [insert organisation here]) voice equipment is intended for business use. Individuals must not use [insert organisation here] voice facilities for sending or receiving private communications on personal matters, except in exceptional circumstances.

All non-urgent personal communications should be made at an individual’s own expense using alternative means of communications.

Individuals must not:

• Use [insert organisation here]) telephones for conducting private business.

• Make hoax or threatening calls to internal or external destinations.

• Accept reverse charge calls from domestic or International operators, unless it is for business use.

**Actions upon Termination of Contract**

All [insert organisation here] equipment and data, for example laptops and mobile devices including telephones, smartphones, USB memory devices and CDs/DVDs, must be returned to [insert organisation here] at termination of contract.

 All [insert organisation here] data or intellectual property developed or gained during the period of employment remains the property of [insert organisation here] and must not be retained beyond termination or reused for any other purpose.

**Monitoring and Filtering**

All data that is created and stored on [insert organisation here]) computers is the property of [insert organisation here] and there is no official provision for individual data privacy, however wherever possible [insert organisation here] will avoid opening personal emails.

IT system logging will take place where appropriate, and investigations will be commenced where reasonable suspicion exists of a breach of this or any other policy. [Insert organisation here] has the right (under certain conditions) to monitor activity on its systems, including internet and email use, in order to ensure systems security and effective operation, and to protect against misuse.

Any monitoring will be carried out in accordance with audited, controlled internal processes, the UK Data Protection Act 1998, the Regulation of Investigatory Powers Act 2000 and the Telecommunications (Lawful Business Practice Interception of Communications) Regulations 2000.

This policy must be read in conjunction with:

* Computer Misuse Act 1990
* Data Protection Act 1998

# General Data Protection Regulation (GDPR)

(Insert delete as appropriate)

It is your responsibility to report suspected breaches of security policy without delay to Trustees.

All breaches of information security policies will be investigated.

Where investigations reveal misconduct, disciplinary action may follow in line [insert organisation here] disciplinary procedures.

POLICY DATED  : ( insert date when approved by trustees/board)

REVIEW DATE :  2 years after date of policy

# Introduction

# What is a conflict of interest?

# A conflict of interest occurs when someone’s personal interests conflict with their responsibility to act in the best interests of the charity. Personal interests include direct interests as well as those of family, friends, or other organisations a person may be involved with or have an interest in (for example, as an employee). It also includes a conflict between a board member’s duty to the organisation and another duty that the board member has elsewhere.

# Conflicts of interest may be ongoing, for example a trustee who is related to a service user or who is also a trustee for another local organisation or grant-maker; or they may be one-off for example a kitchen needing fitting and a trustee is a plumber.

# Conflicts of interest can be common; they just need to be managed well to prevent anything interfering with an ability to make a decision in the best interest of the charity.

# Example Policy

# XXXXX is committed to ensuring its decisions and decision-making processes are, and are seen to be, free from personal bias and do not unfairly favour any individual connected with the charity.

# It is the policy of XXXXX to:

# Ensure every trustee/director/member of the management committee understands what constitutes a conflict of interest and that they have a responsibility to recognise and declare any conflicts that might arise for them.

# Have a register of interests for any trustee/director/member of the management committee and this is to be reviewed annually.

# Document the conflict and the action(s) taken to ensure that the conflict does not affect the decision making of the organisation

# Procedure

# When a trustee/director/member of the management committee identifies that they have a potential conflict of interest they must:

# Declare it as soon as they become aware of it;

# Ensure it is entered in the conflict of interest register (ongoing conflicts), and/or documented in board minutes;

# Not take part in any discussions relating to the matter;

# Not take part in any decision making related to the matter;

# Not be counted in the quorum for decision making related to the matter.

# In the interests of open discussion, a trustee/director/member of the management committee affected by a conflict of interest must leave the room while related discussion / decision making is taking place, unless there is good reason for them to stay.

# The minutes should state:

# The declared conflict;

# Whether the trustee/director/member of the management committee left the room, or the reason they were asked to stay;

# That the trustee/director/member of the management committee took no part in discussion or decision making on the matter;

# That the meeting was quorate (not counting the affected trustee/director/member of the management committee);

# Any other actions taken to manage the conflict

# If a trustee is unsure what to declare, they should err on the side of caution and discuss the matter with [named position e.g. Chair] for confidential guidance.

# POLICY DATED: (*insert date when approved by trustees/board)*

# REVIEW DATE: *2 years after date of policy*

# *Sources*

# Richmond Council for Voluntary Service