

## 2.2.2 Use of Information Technology

<b>Type:</b>	Corporate Services - Risk Management
<b>Legislation:</b>	Copyright Act 1968 Censorship Act 1995
<b>Delegation:</b>	
<b>Other Related Document:</b>	Acceptable internet Use Procedures PRO2.2.2

### Objective

This policy provides guidelines for the proper usage of all information technology facilities, including electronic data exchange, via internal and external data networks. It includes: internet access, internet Email, internal Email (Exchange), facsimile and any other electronic data transfer using the Town of East Fremantle information technology facilities.

### Policy Scope

This Policy sets the conditions of use for the Town of East Fremantle information technology facilities, including the use of the internet and electron mail (Outlook) for all employees, volunteers, contractors and Elected Members.

For the purpose of this Policy 'employees' denotes employees, volunteers, contractors and if applicable Elected Members.

### Policy

#### 1. Purpose

This Policy applies to:

- a) All employees of the Town of East Fremantle, whether they are permanent, temporary or contracted;
- b) All contractors and volunteers; and
- c) Elected Members using Council equipment.

It is important therefore that all persons understand and acknowledge their obligations in this area.

Town of East Fremantle employees are accountable for the use of their Town's Information Technology (IT) facilities. If these facilities are improperly used, persons found misusing Town facilities may be subject to formal disciplinary actions and, potentially, criminal prosecutions.

The Town's IT network and its connections to other networks are to be used only in a manner that is consistent with the Town's business purposes and within the principles and guidelines of this Policy and associated procedures.

This document sets out the Town of East Fremantle's position on the proper use of its IT facilities. The principles sustaining the proper use of the Town of East Fremantle IT facilities are:

- The use of IT Facilities should be consistent with the Town of East Fremantle business operations.

- Limited personal use is permitted but must not interfere with the Town of East Fremantle business operations.
- The Town of East Fremantle will not be responsible for the loss of any personal information and / or data stored on any Town owned device, including computers, iPads and mobile telephones.
- Improper use of the Town of East Fremantle IT facilities will be addressed in accordance with this policy and may lead to disciplinary action, criminal prosecution, or both.

The purpose of these guidelines is to safe guard the Town of East Fremantle as well as the individual from the misuse of the Town’s IT facilities.

## 2. Security

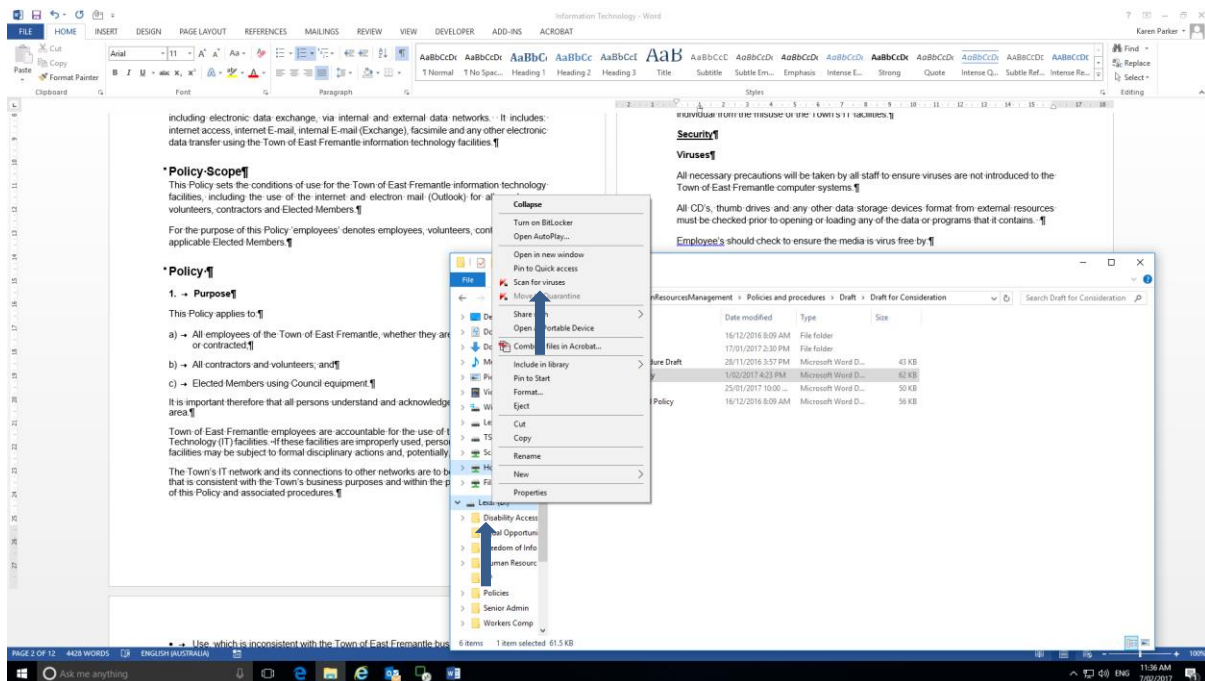
### Viruses

All necessary precautions will be taken by all staff to ensure viruses are not introduced to the Town of East Fremantle computer systems.

All CD’s, thumb drives and any other data storage devices format from external resources must be checked prior to opening or loading any of the data or programs that it contains.

Employees should check to ensure the media is virus free by:

1. Right click with the mouse on the ‘media’ in ‘file explorer’ and
2. Select ‘scan for viruses’



### Login Protocols

All users must be issued with a unique User Identification and a password.

Employees must not give out user details and passwords of the computer system to other Elected Members, employees, volunteers and non-employees.

Employees must provide a copy of their password for any Town owned iPads or mobile telephone to the IT Coordinator to be placed on a Register. If the employee updates / changes the password they must inform the IT Coordinator of the change.

### **3. Improper Use of IT Facilities**

The improper use of IT facilities may compromise the Town of East Fremantle's business objectives, expose the Town to unfavourable publicity and breach the right of other employees under legislation such as the Discrimination Act. Town of East Fremantle employees, therefore have an ethical and legal obligation not to use the IT facilities improperly.

Without limiting its definition, the improper use of IT facilities may entail one or more of the following:

- Use, which is inconsistent with the Town of East Fremantle business purposes.
- Excessive access of the internet during work time.
- Use which is outside the scope of an employee's authority or contrary to guidelines and legislation applying to the Town's IT facilities.
- Use which is contrary to broader requirements of the Town of East Fremantle employees such as conditions of employment, anti-discrimination legislation, Town of East Fremantle policies, etc.

#### *Penalties for Improper Use*

Any user violating this policy, applicable state and federal laws or Town of East Fremantle policies and procedures are subject to Town of East Fremantle disciplinary options.

In addition, any unauthorised access or attempted access to the Local Government computer system or attempted access to any state or Federal Government computing and/or network system is a violation of Australian law and is subject to criminal prosecution.

Should an employee receive an email which breaches the Town's policy pertaining to emails, they should:

- Reply to the email requesting that the sender refrain from sending any such emails in the future;
- Delete the email and any attachments;
- Under no circumstances forward the email; and
- Report the matter to their supervisor.

If an employee becomes aware that there are breaches of the Town's Policy pertaining to the use of the Internet occurring the matter should be reported immediately to their manager.

#### *Examples of Unethical and Unacceptable Use*

Use of the Internet for unethical or unacceptable purposes/activities is not permitted. This includes but is not limited to any of the following activities:

- Violating federal or state laws, in particular Division 6 of the 1995 Censorship Act.
- Violating institutional or third party copyright, licence agreements or other contracts.
- Transmitting, or causing to be transmitted, any communications that may be construed as harassment or disparagement of others based on the criteria of anti-discrimination legislation and Town of East Fremantle's relevant policies.

Publishing from a work PC on or over the Internet any information which violates or infringes upon the rights of any other person or any information of an abusive, profane nature or material likely to be sexually offensive.

Information published on chat sites, such as Facebook from the employee's / volunteer's personal computer.

#### **4. Copyright / Defamation**

Copyright is a set of exclusive rights conferred to by law on authors of original material, such as literary works, dramatic works, films, records and the like. All software has copyright. Software programs, whether public domain 'freeware' (owner has given the copyright free), 'shareware' (owner may allow software to be copied and distributed free of charge provided users pay a certain fee), a commercial application or developed by a Government Agency (normally purchased as stand-alone or as multiple-copy site licenses) will come with the definition of a 'computer program' in the Copyright Act 1968 and will thus qualify as a 'literary work' under the Act.

Breaches of copyright legislation can attract severe penalties.

All outgoing emails will include a disclaimer.

#### **5. Records Management Procedures**

All electronic documents are subject to the same record keeping requirements as hard copy documents, ie incoming and outward work related emails will be registered in the Synergy Record System.

Elected Members should forward all electronic documents relating to the business of Council to the Records Officer.

#### **Attachment**

Acceptable Internet Use Procedure

<b>Responsible Directorate:</b>	Office of the Chief Executive Officer
<b>Reviewing Officer:</b>	Human Resources Coordinator
<b>Decision making Authority:</b>	
<b>Policy Adopted:</b>	21/3/17
<b>Policy Amended/Reviewed</b>	17/9/19
<b>Former Policy No:</b>	4.3.2

## USE OF INFORMATION TECHNOLOGY (PRO2.2.2)

### Acceptable Internet Use

#### **Statement**

The Internet will be used in a lawful manner that is consistent with the Town of East Fremantle standards of business conduct and as part of the normal execution of a person's job responsibilities.

#### **Aim**

The Internet is a worldwide network linking millions of computers and people. The Internet permits the sharing of information and ideas between businesses, academic and research organisations, and the community at large.

The aim of this document is to outline the procedures and practices to be employed at all times when using the Internet in the Town of East Fremantle workplace. In doing so, the document specifically draws attention to Equal Employment Opportunity (EEO) legislation which has a direct impact on the use of the Internet.

The procedure also provides for stored information derived from the Internet to be regarded as official records and, as such, professionally managed. In establishing that certain information derived from the Internet is considered to be "records", procedures are defined covering the requirement to retain the information in record keeping systems for as long as required under the terms of the *Local Government Retention and Disposal Schedule*.

#### **Procedure**

##### 1. AUTHORISATION TO USE INTERNET SERVICES

Town of East Fremantle personnel requiring Internet services must obtain authorisation before attempting to use the services. This is provided through the user profile set up by Focus Networks following a formal request from the Town's IT Coordinator.

Town of East Fremantle personnel are not permitted to use another officer's user profile.

Internet (log on) accounts are owned by Town of East Fremantle, therefore, Internet access and information obtained is not considered personal under any circumstances. All user profiles / accounts issued by Town of East Fremantle remain the property of Town of East Fremantle at all times.

##### 2. RISK MANAGEMENT

###### A *Internet Security*

- Town of East Fremantle security is maintained by use of a firewall, a dedicated machine that controls the flow of traffic through a gateway to the rest of the Internet. Unauthorised outside access from the Internet to the Town of East Fremantle internal network is not permitted.
- To minimise the risk associated with access to the Internet all Town of East Fremantle personnel must follow the guidelines contained in this policy.
- The Town of East Fremantle reserves the right to monitor the use of the Internet to ensure policy compliance.

- All Town of East Fremantle computers with Internet access must have virus scan and virus software update established.
- No unauthorised software is to be downloaded from the Internet without the permission of the Chief Executive Officer as this may expose the Town of East Fremantle to a potential breach of copyright.
- The Town receives a monthly report from their IT Consultants detailing the types of sites employees have or have attempted to access as well as virus threats the system has prevented from infecting the servers and computers. The IT Consultants can provide detailed reports for each user upon request by the Town's authorised representatives.

*B. Quality of Information*

Town of East Fremantle personnel need to be aware that materials published on the Internet may not have undergone rigorous quality assurance. Personnel should exercise extra caution and care to ensure the accuracy of Internet information and the authenticity of the authors.

*C. Legal Aspects*

Users of the Internet must respect the law and the legal rights of others. Copying from the Internet should be regarded in the same manner as copying from any other source.

Copyright does apply to information on the Internet.

Transmission and receiving of any material through the Internet in violation of any Australian Law is prohibited. This includes, but is not limited to, copyright material, threatening or obscene material, material breaching the Equal Opportunity Act or material protected by trade secret.

3. ACCEPTABLE USAGE

Authorised Town of East Fremantle personnel will use the Internet services in a responsible and professional manner to enhance the efficient operation of the organisation. The Internet can be used by Town of East Fremantle personnel provided the usage does not contravene the laws of Western Australia; there is no additional cost to the Town of East Fremantle nor commercial gain to the personnel.

4. UNACCEPTABLE USE OF THE INTERNET

Town of East Fremantle personnel are not to use Town resources to access the Internet for the following purposes:

- viewing, copying, printing, storing or distributing offensive or pornographic material;
- viewing, copying, printing, storing or distributing libellous, fraudulent, nuisance or malicious material;
- viewing, copying, printing, storing or distributing any material that violates an individual's rights under the Equal Opportunity Act. For instance, it is illegal to discriminate based on sex, race, age, disability, marital status, religious or political beliefs. This includes jokes, pictures, photos, sketches, or any other material that may be offensive to or prejudiced against an individual or group of individuals;
- copying and storing of images and video clips that are not directly related to Town of East Fremantle's aims and objectives;
- copying, storing or receiving unauthorised software;
- transmission and/or storage of copyrighted material;
- commercial activities for personal gain or profit;

- product advertisement or political lobbying;
- disclosure of material which is prohibited under state government legislation or policy;
- accessing, distributing or storing material which could damage the reputation of the Authority or lead to civil liability action;
- false representation;
- solicitation of other people including other employees;
- providing information about or lists of, government employees to others;
- commercial solicitations of non-departmental business;
- activities that interfere with your job or jobs of other employees;
- activities that interfere with the operation of any computer network;
- violating any law or rights of any person or group accessing the service under another user name and password; and
- use of departmental equipment to unlawfully access other network or systems

**Accessing an inappropriate Internet site will have serious consequences and could lead to dismissal.**

Accidental access to inappropriate websites.

Whilst using the Internet there could be occasions when inappropriate sites are accidentally accessed. Should this occur, **you must** immediately:

1. leave the site;
2. advise your immediate superior of the incident.

5. SECURITY

Internet accounts are personal and must not be used by anyone other than the person issued with the account. Town of East Fremantle personnel will be held responsible for all activities and the viewing of material originating from their account. Sharing of Internet access privileges is not permitted.

Town of East Fremantle personnel must log-off their computer when leaving it unattended or lock the screen to prevent unauthorised use of the logon and the computer.

6. SENDING INFORMATION

Town of East Fremantle personnel must ensure before they transmit information, via the Internet, that they have the proper authority to do so.

7. RECORD AND NON-RECORD INTERNET INFORMATION

The following should be registered in Synergy and stored as official Town of East Fremantle records:

- Internet correspondence which contains information relevant to making a decision within or concerning the Town of East Fremantle.
- Internet correspondence conveying information which has the potential to affect business decisions within or concerning the Town of East Fremantle.
- Internet correspondence which commits the Town of East Fremantle to certain courses of action, allocation of resources or provision of services.
- Internet correspondence which contains information with historical value or data which may be required in the future.

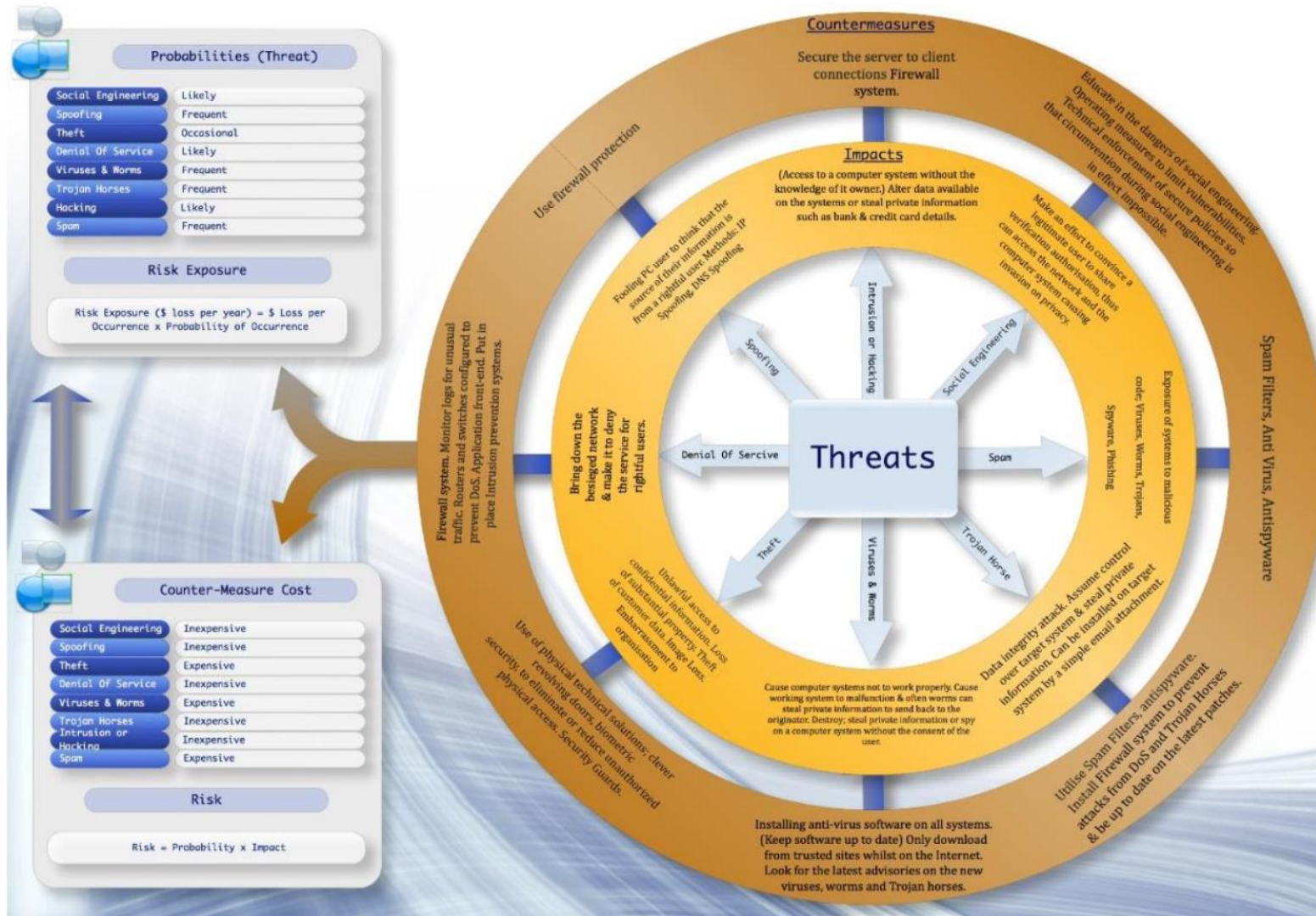
## 8. BACKUP

The Town of East Fremantle will backup all network server electronic transactions for business continuation purposes only.

It is the responsibility of the individual users to backup their own critical information saved in local drives, USBs or other media (hard copy).



## 5. GENERAL TECHNICAL THREATS AND COUNTER MEASURES



## **Electronic Mail Procedure**

### **Statement**

Electronic mail (email) will be used in a lawful manner that is consistent with the Town of East Fremantle standards of business conduct and as part of the normal execution of a person's job responsibilities.

### **Aim**

Email has evolved to become the primary business communication tool within Town of East Fremantle. To a large extent it is replacing internal memos and phone calls. With the use of email, Town of East Fremantle personnel send key information to each other and at the same time to all interested parties. The speed of response and the 'informal' nature of the medium result in fairly rapid decisions being facilitated. Email is one of the most effective and efficient means of communication within an organisation and with clients or other agencies. Messages are easy to send and mass distribution is almost instantaneous. Importantly, email and documents deserve the same level of management that is given to all other forms of business records.

The aim of this document is to outline the procedures and practices to be employed at all times when using email in the Town of East Fremantle workplace. In doing so, the document specifically draws attention to the Equal Employment Opportunity (EEO) legislation which has a direct impact on the use of email.

The procedure also provides for stored electronic messages derived from Town of East Fremantle's business transactions to be regarded as official records and, as such, professionally managed. In establishing that electronic messages are records, procedures are defined covering the requirement to retain electronic messages in record keeping systems for as long as required under the terms of the *State Records Act 2000*.

### **Procedure**

#### **1. AUTHORISATION TO USE EMAIL**

Town of East Fremantle personnel are provided authorisation to use email via their User Profile set up through Focus Networks.

It is not permissible to use an account held by another Town of East Fremantle person.

All email (logon) accounts are owned by Town of East Fremantle, therefore, email sent or received is not considered personal under any circumstances. All accounts issued by Town of East Fremantle and the information in the accounts remain the property of Town of East Fremantle at all times.

#### **2. EMAIL SECURITY**

2.1 Town of East Fremantle security is maintained by use of a firewall, a dedicated machine that controls the flow of traffic through a gateway to the rest of the Internet (the Internet is used to transmit email outside of Town of East Fremantle). Unauthorised outside access from the Internet to the Town of East Fremantle internal network is not permitted.

2.2 Town of East Fremantle may monitor the use of email to ensure policy compliance.

2.3 All Town of East Fremantle personal computers with email access must have virus scan and virus software update established.

- 2.4 No unauthorised software is to be downloaded using email without the permission of the Chief Executive Officer. Such an act may expose Town of East Fremantle to computer viruses and/or may result in Town of East Fremantle breaching copyright.
- 2.5 Email accounts are allocated to an individual and must not be used by anyone other than the owner. Town of East Fremantle personnel will be held responsible for all correspondence originating from individual accounts. Sharing of email accounts is not permitted.
- 2.6 Town of East Fremantle personnel must log-off a computer when leaving it unattended or lock the screen to prevent unauthorised use of the login and the computer.

### 3. RISK MANAGE YOUR EMAIL MESSAGES

- 3.1 Unlike non-electronic communication, an email message can be created and sent to one or many recipients through the use of a keystroke, without review or reflection. Often such messages are sent to provide a quick reply but may result in a misunderstanding of the tonal qualities and intent of the email. Once an email is sent, it is not possible to retrieve or edit the message.
- 3.2 Distribution lists are easy to create and readily facilitate the sending of mail to many recipients. If an out of date or incorrect mailing list is used, messages can be dispatched to unintended destinations. This may not only be embarrassing but could have commercial or legal implications.
- 3.3 Email intended for one person sometimes may be widely distributed because of the ease with which recipients can forward it on to others. A reply to an email message may inadvertently be posted on an electronic bulletin board and, as a result, be distributed to all subscribers to the bulletin board service.
- 3.4 All Town of East Fremantle personnel should be aware of the potential of misunderstanding and distribution errors with regards to email and should manage their usage of email to reduce the risk of such errors occurring.

### 4. LEGAL OBLIGATIONS

Users of email must respect the law and the legal rights of others. Transmission of any material by email in violation of any Australian law is prohibited. This includes, but is not limited to, copyright material, threatening or obscene material, material contrary to the EEO principles or material protected by trade secret.

Remember, plagiarising information from emails should be regarded in the same manner as copying from any other source. Copyright does apply to information transmitted via email.

### 5. PRIVACY

There is currently no legislation in Australia that contains any privacy provisions relating to email communications.

The Town of East Fremantle cannot guarantee the privacy or confidentiality of email messages. While the Town of East Fremantle will not monitor the contents of email messages as a routine procedure, it may read, copy, store and disclose the contents of email messages at any time.

Email is inherently not secure. Employees often believe that email is private, that nobody but the recipients will read the messages and that they are free to say anything. Email should be treated as though it is a conversation that has been written down. It can be "overheard".

Even after a user deletes an email record from a computer or email account, it may exist on backup facilities. Email messages can be saved indefinitely on the receiving computer. Copies can easily be made and forwarded to others either electronically or on paper. A message is not "deleted" from the system until all recipients of the message, and recipients of any forwarded or attached copies, have deleted their copies.

Email, whether or not created or stored on the Town of East Fremantle's equipment, may constitute an official record subject to disclosure under the Freedom of Information Act or other laws.

Mail sent to outside organisations will be subject to the policies of those organisations. These policies may differ from those of the Town of East Fremantle, especially in relation to privacy.

While it is not the practice of the Town of East Fremantle's management to read or to discuss the content of any message, it may be necessary to read an email message that has failed to reach its destination. This may be required to assist with the determination of the intended addressee and to redirect the message to the correct address.

## 6. ACCEPTABLE USAGE

Authorised Town of East Fremantle personnel will use the email services in a responsible and professional manner to enhance the efficient operation of the organisation. Town of East Fremantle personnel can use email provided usage does not contravene the laws of Western Australia, there is no additional cost to the Town of East Fremantle, there is no commercial gain to the employee and there is no risk that the email may cause offense or distress to another person.

Private emails from employee's Town account should be for general purposes only and not related to personal business, complaints or any other subject that may breach the Town's Code of Conduct, policies and procedures. Personal emails will be monitored, breaches will be dealt with seriously and may result in disciplinary action.

## 7. UNACCEPTABLE USE OF EMAIL

Inappropriate use of Email will have serious consequences and could lead to dismissal.

Town of East Fremantle personnel must ensure before they transmit information via email that they have the proper authority to do so. Town of East Fremantle personnel shall not use email in the following circumstances:

- To create or distribute offensive or pornographic material;
- Private use when the content of the emails may cause embarrassment to the Town or any other person; private business use; subscriptions to internet sites (newsletters etc) and any other reason as directed by the Chief Executive Manager and / or Senior Manager from time to time.
- To create or distribute libellous, fraudulent, nuisance or malicious material;
- To create or distribute any material that violates an individual's rights under EEO legislation (that is, it is illegal to discriminate based on sex, race, age, disability, marital status, religious or political beliefs). This includes jokes, pictures, sketches, or any other material that may be offensive to or prejudiced against an individual or group of individuals;
- To distribute images and video clips that are not directly related to Town of East Fremantle's aim's and objectives;
- The transmission and/or storage of copyrighted material;

- Commercial activities for personal gain or profit;
- Product advertisement or political lobbying;
- Disclosure of material which is prohibited under state government legislation or policy;
- Accessing, distributing or storing material which could damage the reputation of the Authority or lead to civil liability action;
- False representation;
- Solicitation of other people including other employees;
- Providing information about or lists of, government employees to others;
- Commercial solicitations of non-departmental business;
- Activities that interfere with your job or jobs of other employees;
- Activities that interfere with the operation of any computer network;
- Violating any law or rights of any person or group accessing the service under another user name and password; and
- The use of departmental equipment to unlawfully access other network or systems.

#### 8. EMAIL MESSAGES WHICH SHOULD BE STORED AS OFFICIAL RECORDS

Electronic messages are to be captured and maintained as functioning records and require the preservation of their structure, context and content. The following should be stored as official Town of East Fremantle records:

- Emails which contain information which is relevant with regards to making a decision within or concerning the Town of East Fremantle.
- Emails which convey information which has the potential to affect business decisions within or concerning the Town of East Fremantle.
- Emails which commit the Town of East Fremantle to certain courses of action, allocation of resources or provision of services.
- Emails which contain information with historical value or data which may be required in the future.

#### 6. PERSONAL RESPONSIBILITY FOR STORING EMAIL MESSAGES

The sender is the person who must take responsibility for storing the information sent. An officer, who receives and annotates the message and then forwards it to other recipients, by taking such action, becomes a sender. As a sender, this person must ensure that the newly annotated message is recorded again.

#### 7. JUNK MAIL

Overloading of the email system by sending junk mail must be avoided. Town of East Fremantle personnel must not unnecessarily distribute documents to extremely large groups of people or "broadcast" inappropriate messages to lists or individuals without first checking with management.

If a message does not relate to an official business transaction, personnel should be selective in determining whether the message should be sent and to whom it should be sent.

Sending and receiving of large files, attachments and images (over 1 megabyte) is discouraged, as this can have a serious long term effect on the communications network and email performance.

#### 11. BACKUP

The Town of East Fremantle will backup daily all electronic transactions for business continuation purposes only.

Deleting an email message automatically deletes any attached files. It is the user's responsibility to save any files attached to email messages (in Synergy) that may be required in the future relating to the business of the Town of East Fremantle.



