



Acceptable Use Policy 2018/19

A statement of how the Council will
use and access customer
information

October 2018

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1. CONTEXT

- 1.1 We must act appropriately with the information we obtain and hold, and with the systems we use and access. How you use our systems, telephony, email and intranet is important for our reputation and the trust of our customers.

2. APPLICATION OF POLICY

- 2.1 Everyone who uses information and communications technology provided by Colchester Borough Council (or technology under any ownership used in the course of the business of this organisation) must be aware of these policy statements and the obligations it places upon them.
- 2.2 Colchester Borough Council commits to informing all employees, members, voluntary workers, agency staff, contractors and other third parties of their obligations before they are authorised to access systems and information and subsequently at regular intervals. Other organisations, and their users, granted access to technology managed by the organisation must abide by this policy.
- 2.3 All those who access information and communications technology may be held personally responsible for any loss or misuse, including data breaches.

3. OBLIGATIONS

- You must not install, access or modify applications, systems or data without authorisation.
- You must maintain the security of information as defined in the Information Security Policy.
- You must not access other people's email without their permission.
- You must not participate in unlawful, libellous, immoral or offensive activities, including accessing, downloading, storing, creating, copying or disseminating offensive material. This includes, but is not limited to, material of a pornographic, sexual, violent, criminal, racist, sexist or otherwise discriminatory nature. Further, you must not use the systems to perpetrate any form of fraud or piracy.
- You must not publish a website, or any content on a website, that could bring the organisation into disrepute. This includes publishing defamatory or knowingly false material about the organisation, colleagues or customers in any online publishing format.
- You must not disclose your password to anyone or ask anyone else for their password. If you suspect your password has become known to anyone else, change it immediately and report it to the ICT team.
- Only subscribe to services with your professional email address when representing the organisation.

- CBC facilities and identity must not be used for commercial purposes outside the authority or remit of this organisation, or for personal financial gain.
- You must not attempt to disable or bypass anti-virus, malware or other security protection, and you should take care not to introduce viruses or malware. If you discover a virus or malware, you must notify ICT immediately.
- You must only use software that is appropriately licensed and materials which are not copyrighted, or for which you have been granted use.
- If you receive or view email or other content not intended for you, protect its confidentiality.
- Take care when replying or forwarding to ensure that only relevant parties are included.
- Report faults with information and communications technology and co-operate with fault diagnosis and resolution.
- If you use our technology or our internet provision for personal use, the organisation takes no responsibility for the security of your personal information. It is recommended you do not carry out personal financial transactions.

4. MONITORING

- 4.1 The organisation maintains the right to examine any system or device used in the course of our business, and to inspect any data held there.
- 4.2 To ensure compliance with this policy, the volume of internet and network traffic, and the use and content of emails and visited internet sites, may be monitored. Specific content will not be monitored unless there is suspicion of improper use.

FURTHER INFORMATION

Also see

Information Security Policy

Contact

ICT

ICT@colchester.gov.uk

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In the event of a password breach, or suspected breach, contact the ICT team.