



## **ACCEPTABLE USE POLICY**

ACCEPTABLE USE OF IT SYSTEMS, EQUIPMENT, THE INTERNET AND EMAIL

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### **Document Control**

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The policy set out below is that which has been agreed for the acceptable use of the Internet, E-mail and IT Systems within Arthur Terry School (including laptops on or off site).

All of the guidelines have been produced in the light of current legislation including the following:

**Copyright, Design and Patent Act (1988)**

Available @ [www.opsi.gov.uk/acts/acts1988/Ukpga\\_19880048\\_en\\_29.htm](http://www.opsi.gov.uk/acts/acts1988/Ukpga_19880048_en_29.htm)

**Human Rights Act (1998)**

Available @ [www.opsi.gov.uk/acts/acts1998/19980042.htm](http://www.opsi.gov.uk/acts/acts1998/19980042.htm)

**Regulation of Investigatory Powers Act (2000)**

Available @ [www.opsi.gov.uk/si/si2003/20033140.htm](http://www.opsi.gov.uk/si/si2003/20033140.htm)

**Data Protection Act (1998)**

Available @ [www.opsi.gov.uk/acts/acts1998/19980029.htm](http://www.opsi.gov.uk/acts/acts1998/19980029.htm)

**Computer Misuse Act (1990)**

Available @ [www.opsi.gov.uk/acts/acts1990/Ukpga\\_19900018\\_en\\_1.htm](http://www.opsi.gov.uk/acts/acts1990/Ukpga_19900018_en_1.htm)

## **PART 1 – INTRODUCTION**

### **1.1 Purpose**

This is a statement of good computer practices to protect Arthur Terry School from casual or intentional abuse. With the growth in use of E-mail and access to the Internet throughout the School there are a number of threats and legal risks to the School, as well as the potential costs of time wasting, that can be avoided by following the practices outlined.

Although these tools are provided first and foremost for school use, Arthur Terry School accepts that on occasion they may be used for personal use. Personal use should be kept to a minimum, should usage adversely affect your role in school this will be considered misuse. At all times users should take in to account these guidelines and adhere to them.

### **1.2 Scope**

These guidelines apply to all employees and students who have access to e-mail, the internet, computer systems, PDA's, memory sticks, mobile phones and any other electronic devices being used while on school premises or school owned equipment at any time and in any place.

### **1.3 Publicising the Guidelines**

All users will be notified of these Acceptable Use Policies, via a logon screen which will appear whenever a user logs on. To proceed, users will have to click on a button that states, "By logging on to the school system I accept all Arthur Terry School policies on the use of IT systems and equipment including E-mail and the Internet". In addition all such policies and guidelines will be available on-line via the school's website.

New employees and students will not be given access to E-mail, the Internet or any Arthur Terry School IT systems until they have seen and accepted these policies. It will be the responsibility of the senior manager, who has responsibility for new staff and student induction that will ensure this policy is read and signed.

In the event that an employee ceases to be employed by Arthur Terry School, or a student is removed from roll, their school system account[s], e-mail account[s] and any other accounts will be suspended and any stored data removed at the school's discretion.

Any major revisions to these policies or guidelines will be notified via E-mail.

### **1.4 Monitoring**

Arthur Terry School and Link 2 ICT has third party "firewall" software and systems in place to monitor all Internet usage and these will be checked and analysed on a regular basis. Certain sites will be blocked if they are deemed to hold inappropriate or sexually explicit material.

Although Arthur Terry School respects the privacy of every individual throughout the organisation, all external mail (both incoming and outgoing) will be checked for content and attachments to make sure that at all times the security and integrity of the School's systems are not impeded.

### **1.5 Disciplinary Process**

Action will be taken under the School's Disciplinary Procedure against any users who are found to breach the policies outlined in these guidelines.

The school reserves the right to suspend system access for an individual user without notice or reason.

## **PART 2 – RESPONSIBILITIES**

**2.1** The policies and these guidelines have been approved and adopted by the Leadership Group and Local Governing Body.

**2.2** It is the responsibility of the Leadership Group that the policies and guidelines are properly implemented and policed. However, practical application and implementation may be disseminated to appropriate personnel as required.

### **2.3 Link 2 ICT**

Link2ICT and the Local Authority currently share Safeguarding responsibility with your school for securing data under the requirements of the Data Protection Act due to occupancy of the same single secure network. Through the use of third party firewall & filtering software, Link 2 ICT will monitor Internet and E-mail use. Link 2 ICT will perform analysis of this data on a regular basis. Also, the appropriate security virus prevention mechanisms will be maintained and updated to meet the ongoing requirement of the School.

### **2.4 Employees**

All staff, with access to E-mail, the Internet and school IT systems (including laptops on or off site, PDA's, mobile phones, memory sticks and all other electronic equipment), will be held responsible for complying fully with the School's computer policies and guidelines. You are solely responsible for any legal, moral and professional issues that may arise through your actions using any electronic equipment or systems while in school. You should therefore ensure your familiarity with all related policies, if in doubt please seek advice from ICT Support, HR, or your Line Manager. Employees should be aware that any inappropriate use of any electronic systems may lead to disciplinary action being taken. Please be aware "Your" activity will be determined by access via your assigned user account, this makes point 5.10 extremely important.

### **2.5 Students**

All students, with access to E-mail, the Internet and school IT systems (including laptops on or off site, PDA's, mobile phones, memory sticks and all other electronic equipment), will be held responsible for complying fully with the School's computer policies and guidelines. You are solely responsible for any legal, moral and professional issues that may arise through your actions using any electronic equipment or systems while in school. You should therefore ensure your familiarity with all related policies, if in doubt please seek advice from ICT Support, Tutors, or your Progress Leaders. Students should be aware that any inappropriate use of any electronic systems may lead to disciplinary action being taken, in extreme cases possibly exclusion or permanent exclusion. Please be aware "Your" activity will be determined by access via your assigned user account, this makes point 5.10 extremely important.

## **2.6 The School**

The School will make every effort to ensure that all school owned equipment (including staff laptops) is running up to date Anti-Virus software, is updated regularly and that access to the internet is monitored and filtered. All data held on school equipment will be kept as secure as possible and never shared with any third party's without the express permission of the owner.

## **PART 3 – E-MAIL GUIDELINES**

### **3.1 Personal Use**

Employees are permitted to send personal e-mails from personal non-school based accounts on a limited basis with the approval of their line manager or teacher as long as this does not interfere with their job responsibilities or study. You are not permitted to use your school email address for personal business. This could include but is not limited to, linking your school email account to any external public boards, internet chat rooms, discussion forums that are not related or appropriate to the schools activities or public image.

### **3.2 Confidentiality**

Messages sent and received via the Internet are regarded by the Companies Act as having the same legal status as a corporate letter. Any material that is viewed as highly confidential or valuable to the School should not be E-mailed externally. The disclaimer shown below will be attached to all external E-mails. In no instance should the disclaimer be tampered with. Users may also add their own signature to E-mails on the condition that the content is in accordance with the School's Acceptable Use Policies and does not contradict the disclaimer.

*"WARNING COPYRIGHT The Arthur Terry School 2014*

*Where the contents of this e-mail and any attachment includes materials prepared by The Arthur Terry School the use of those materials is subject exclusively to the conditions of engagement between the school and you.*

*This e-mail and any attachment is confidential and may contain legally privileged information. By the use of e-mail over the internet The Arthur Terry School is not waiving either confidentiality of or legal privilege in the content of the e-mail or any attachments. If you have received this e-mail in error please contact The Arthur Terry School on telephone number 0121 323 2221 or e-mail [technical-support@arthurterry.bham.sch.uk](mailto:technical-support@arthurterry.bham.sch.uk)*

*The Arthur Terry School may decide to communicate with you by e-mail but cannot guarantee the confidentiality, reliability or speed of the e-mails or any attachments. If you wish to send to the company any urgent, critical or encrypted e-mails please notify the company first by telephone on 0121 323 2221. The preferred format for receiving word processed documents is Microsoft Word.*

*As the addressed recipient of this e-mail you must not copy or forward or disclose this e-mail or any attachment to anyone without the prior written consent of The Arthur Terry School. The Arthur Terry Learning Partnership, a charitable company limited by guarantee, registered in England and Wales, company number 07730920. Registered office: The Arthur Terry School, Kittoe Road, Four Oaks, Sutton Coldfield, West Midlands, B74 4RZ."*

**It should be remembered that the Internet does not guarantee delivery or confidentiality.**

### **3.3 Privacy**

The school has software and systems in place, which can monitor and record all Internet and all email activities. You should be aware that the security systems are capable of recording each email message sent and received. No one should have an expectation of privacy related to his/her email usage. Our ICT Team review usage patterns on a regular basis. Emails are also filtered and monitored by Link 2 ICT.

### **3.4 Etiquette**

At all times users should use appropriate etiquette when writing E-mails, e.g. E-mails should not be written in capitals, all in bold, italics or underlined as this can be perceived as 'shouting'.

In some instances, where the nature of a message may be deemed confidential, it may be appropriate to notify, or even seek permission from, the original sender before forwarding a message onto another recipient.

### **3.4 Dissemination of Information**

In cases where information of a general nature is circulated via E-mail or on an electronic notice board, database or web site, it is the responsibility of the relevant Manager or Supervisor to ensure that members of their staff who do not have access to the system are notified of the information.

Please note that, even though there is no current case law, it is possible that e-mail could be covered by Data Protection legislation. In particular, we are advised that the legislation will apply (1) if e-mails identifying individuals are filed or organised in a structured manner that could be constituted as a "file", and (2) to documents "attached" to e-mails if they identify individuals. Also, under legislation, individuals have to give permission for data concerning them to be shared particularly if via the Internet. So, care needs to be taken regarding e-mailing information that could be linked to a named individual.

### **3.5 Inappropriate Behaviour**

Users should not send messages that contain any unsuitable material or defamatory statements about other individuals or organisations. The wilful or deliberate display of emails or documents attached to emails containing

- Obscene
- Offensive
- Illegal
- Inaccurate
- Racial
- Prejudicial
- Sexually explicit
- Or any other kind deemed unacceptable



are in contravention of the School policy on harassment, these emails or documents are classed as unacceptable. These types of emails or documents may not be archived, forward, distributed, edited or recorded using the schools electronic systems. Disciplinary action will be taken against anyone failing to comply.

Messages should not contain material or language that could be viewed as offensive to others or as contravening the School's Equal Opportunities Policy, N.B. what may appear appropriate to one person might be misconstrued by another.

### **3.6 Canvassing, Lobbying, Advocacy or Endorsement**

Material, which could be construed as canvassing, lobbying, advocacy or endorsement should not be sent by E-mail, particularly if this is commercially – or politically based, and more particularly if this is expresses a personal, rather than an Arthur Terry School view.

If in doubt, consult your line manager, Progress Leader or IT Support.

### **3.7 Virus Protection**

To prevent the risk of potential viruses, users should not open any unsolicited E-mail attachments. If a user does inadvertently open a message or attachment that contains a virus, they need to contact IT Support and close the message attachment. It should not be accessed again without the express approval from IT Support.

In some instances it might be appropriate to inform the original sender that their message contained a virus. Further details of the virus can be obtained from IT Support.

### **3.8 Security**

E-mail is an effective way of communicating information. To maintain security it is good practice for users to change their passwords regularly.

It is the responsibility of the user of any equipment to ensure it is kept secure and protected from unauthorised use.

E-mail should not be left open unattended in any circumstances where this may lead to unauthorised access. The system should be closed and re-opened on return. The school is not liable should your email be used maliciously.

### **3.9 Housekeeping**

Good housekeeping practices should be adopted so that files are deleted regularly or, if necessary, archived to a separate file. Once an email is viewed in Outlook or Webmail it has been 'downloaded' from the Link 2 ICT servers onto the schools servers, therefore removed from the Link 2 ICT system.

Please note: emails in Outlook are backed up automatically.

File attachments, incoming or outgoing through the firewall, are limited to 10MB but good practice is that file attachments should only be sent to the minimum of recipients and not all if they are large files.

## **PART 4 – INTERNET GUIDELINES**

### **4.1 Rules for Business Use**

All users will be provided with access to the Internet through the Birmingham Grid for Learning, but Line Managers or Teachers in the case of students, should approve usage. Users should not download any material that is not directly related to their job or area of study. This especially relates to screensavers, images, video games, etc. There are systems in place to monitor all Internet usage including any software downloads.

### **4.2 Personal Use**

Users are permitted to access the Internet for personal use on a limited basis with the approval of their line management or teacher as long as this does not interfere with their job responsibilities or study.

It should be noted that there are systems in place that can monitor and record all Internet usage, and these will be used. No user should have any expectation of privacy as to his or her Internet usage. Analysis of this information may be issued to managers and teachers if thought appropriate.

### **4.3 Respecting Copyright**

Employees and students with Internet access must comply with the copyright laws of all countries. Users must not intentionally download any material that holds a copyright notice. This also relates to downloading and copying unlicensed software.

Employees and students may not upload/copy any software licenced to Arthur Terry School or data owned or licensed by the school unless explicitly authorised to do so by the Head of IT Delivery.

### **4.4 Security**

Systems are in place to protect the School's information systems. However, users must also be aware of the potential risks associated with accessing the Internet. Staff are reminded that newsgroups are public forums where it may be inappropriate to reveal confidential information.

Users are also reminded that unauthorised usage of a computer could include accessing the Internet via a computer other than your own even if doing so under your own user identification, and could contravene this policy and even Computer Misuse legislation such as that detailed at the beginning of this document.

### **4.5 Virus protection**

Although virus protection software is installed on all networked computers, users should be aware of the potential hazards associated with computer viruses. Any files that are downloaded will be scanned for viruses before being accessed. If you have any concerns about viruses on the Internet or

think you may have accessed material that contains a virus please inform IT Support immediately who will help deal with any issues.

#### **4.6 Inappropriate websites**

Under no circumstances should a user access a site that contains sexually explicit, offensive, racist or illegal material. If you find yourself connected to such a site inadvertently, you should disconnect from that site immediately and notify IT Support who will take action to ensure the site is blocked. Because individuals may consider a wide variety of material offensive, users should not store, view, print or redistribute any material that is not directly related to the user's role or the School's activities.

## **PART 5 – IT EQUIPMENT USEAGE GUIDELINES**

### **5.1 Software Installation**

Most school computer workstations are 'locked down' preventing the installation of software or changing of any settings. You are not allowed under any circumstances to install software on the school's computers without the express permission of IT Support. You also have to abide by all software license agreements and copyright laws. Should you require software to use during a lesson that needs installing please contact IT Support for more information.

### **5.2 Damage and Vandalism**

Under no circumstances will vandalism of any school owned IT Equipment be tolerated. Repair costs for damage will be charged to the perpetrator[s].

### **5.3 Fault Notification**

Any damage or faults with any IT Equipment must be reported directly and immediately to IT Support via either phoning extension 3333, emailing [technical-support@arthurterry.bham.sch.uk](mailto:technical-support@arthurterry.bham.sch.uk), or logging a helpdesk ticket on the school website. IT Support will assign each call a priority and endeavour to resolve the fault or situation in a timely manor.

### **5.4 Interactive Whiteboards**

Interactive Whiteboards are very expensive and must not be written on using permanent markers or standard dry-wipe markers. Ensure you use the correct stationary with interactive whiteboards.

### **5.5 Multimedia Digital Projectors**

Multimedia Digital Projectors must be cleaned on a monthly basis to keep them working at best efficiency. The cost of replacement bulbs will be billable to Department Budgets.

### **5.6 Printers**

Most printers in the school are covered by an external maintenance agreement which allows them to be fixed should they develop a fault. Vandalism and damage are not covered under this contract and such incidents will be dealt with as stated in section 5.2 above.

### **5.7 Printer Toners/Cartridges**

Toner cartridges for mono laser printers are supplied and fitted only by IT Support. Please contact IT Support as stated in section 5.3. Your Department will have already paid a printing tariff for the year for the use of the laser printers. Replacement ink cartridges for Ink Jet printers are wholly the responsibility of the Department that owns them. IT Support can help with the sourcing and pricing of replacement ink cartridges if required.

## **5.8 Keyboards and Mice**

Keyboards and Mice are classified as consumables and therefore the cost of replacements will be charged to the Department's budget. Please contact IT Support for current prices.

## **5.9 System User Account Storage Areas**

Good housekeeping practices should be adopted to ensure that files in user areas (My Documents or P:\ drive) are not consuming an unreasonable amount of space. Staff are not permitted to store any personal photos, videos, or music files on the School's system. Special attention is drawn to music files which although may have been legally acquired by the user, are not legally licensed by the School and therefore can not be stored on the School's system or equipment.

We reserve the right to inspect /delete, bring to the attention of Senior Staff any files stored in user areas on the school network, emails and internet usage deemed unacceptable. This will be the responsibility of the ICT Technical Support Team, under direction of the ICT Operations Manager to randomly conduct regular searches of the network files and histories of sites visited for inappropriate use – This will be reported back to the Senior Managers, via the ICT Operations Manager or Head of IT Delivery.

## **5.10 Password Changes**

Passwords for the school system (which affects the VLE & Email), CMIS, Chris21, and Sage passwords must be changed on a regular basis. The school system will enforce a password change every 60 days with certain password construction rules in place to ensure maximum security. Staff must ensure that they change ALL passwords on a regular basis, using a secure password that is not known by any other person[s]. If a member of staff suspects that a password has become known to any other person other than themselves they should immediately inform IT Support and change the password as soon as possible.

## **5.11 System Backups**

IT Support carries out daily backups of all our servers, including the servers that hold staff and student user areas. The backup routine allows for a two week recovery window. It is also suggested that staff regularly backup their personal data (data stored in My Documents, the P:\ drive and the C:\ drive of staff laptops) onto CD-ROM's, USB memory sticks or other external media. IT Support can help with personal backups of data onto CD-ROM, DVD-ROM, memory stick or other media if required.

## **PART 6 – STAFF LAPTOP AGREEMENT**

- 6.1** Your school laptop is on loan to you for teaching, professional and personal development use only.
- 6.2** All equipment remains the property of the school.
- 6.3** If you cease to be a member of the School's staff you must return all equipment two weeks before the end of the term in which you leave, or, in the case of associate staff, on the negotiated date.
- 6.4** You are required to take reasonable care of the equipment at all times. The School accepts that accidental damage may occasionally occur but you must report all damage to the Network Manager as soon as it happens. Repeated damage or careless neglect will result in your department being charged with a contribution towards the cost of repair or replacement.
- 6.5** You are not required to make the laptop available to staff/pupils as part of the School's IT provision.
- 6.6** You may wish to purchase, at your own expense, peripheral devices to use with the laptop at home (printers, scanners etc.). All costs and support associated with these items will remain your responsibility.
- 6.7** Your use of this equipment must be strictly in accordance with the School's ICT Usage Policy as published in the Staff Handbook.
- 6.8** You may not loan, lease, lend or assign the equipment to anyone else (including any form of business or organisation).
- 6.9** Please ensure that any software which you load onto the computer is appropriately licensed and check with the Network Manager that it is compatible.
- 6.10** The computer carries a 1 year warranty. All faults should be reported to IT Support as soon as you are aware of them.
- 6.11** On no account should you dismantle or attempt to dismantle the equipment. This may expose you or others to risk of physical harm and it will invalidate any warranty. If you do this you will be held liable for any subsequent repair or replacement costs.

- 6.12** The laptop comes with anti-virus software pre-loaded. This is the School's preferred software and all school computers receive regular updates via the network on a daily basis. **You are required to log onto the network using your laptop at least once per week during term time in order for this update to take place.** You must not remove, disable or change the settings of the anti-virus software. If you have an internet connection at home the anti-virus software should update itself.
- 6.13** Please contact IT Support for help in setting up your laptop for internet access from home.
- 6.14** You should not install any firewall products onto the laptop as they can often interfere when connecting to the school's network.
- 6.15** The computer is included on the insurance schedule of the School and this extends to out of school/home use, however, there is a £500 excess for each insurance claim. The computer is not insured if it is left on view within an unattended vehicle or left unattended in a public place. If the computer is lost in such circumstances you may be liable for the full cost of a replacement.
- 6.16** All staff must use the machines appropriately. In particular you should be aware of the following:
- a. The Data Protection Act 1998 requires, amongst other things, that all personal data should be protected by appropriate security safeguards against unauthorized or unlawful processing of personal data and against accidental loss or destruction or damage.
  - b. The Copyright, Design and Patents Act 1988 requires that all software must be used only in accordance with the terms of the licence. Generally, the making of copies is forbidden and is a criminal offence.
  - c. The Computer Misuse Act 1989: this identifies three main offences concerning unauthorized access to system, software or data. The punishment depends upon whether the intent of the hacker was merely to gain access, to commit further offences after gaining access or to make a modification to computer material e.g. to inject a virus.
  - d. Health and Safety advice with regard to the use of laptops can be obtained from the DfES on-line site 'Guidance for the Laptops for Teachers Initiative' <http://lft.ngfl.gov.uk/guidance/index.html>

You may be required to register your laptop with the DfES. You will be advised if this applies to you.



**6.17** Any breach of these conditions will be referred in the first instance to the Assistant Head (Curriculum & Timetabling) in the case of teaching staff, or the Support Services Manager in the case of associate staff, and may result in the withdrawal of the equipment.

**This policy was approved by Governors on:** **TBC**

**This policy is due for review:** **TBC**

This document is in version number: 1.1

**This document was last reviewed and updated:** **15 FEB 2010**

**I have read, understood and agree to adhere to the *Arthur Terry School Staff Policy on Acceptable Use of IT Systems, Equipment, the Internet and E-mail***

Signed: .....

Name: .....

Position: .....

Date: .....

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**IF APPLICABLE:**

I have read, understood and agree to **PART 6 – STAFF LAPTOP AGREEMENT** of the ***Arthur Terry School Staff Policy on Acceptable Use of IT Systems, Equipment, the Internet and E-mail.***

Signed: .....

Name: .....

Position: .....

Date: .....