



## Use of systems & assets, internet & email guidelines

<b>Effective date</b>	1 July 2005
<b>Date reviewed</b>	22 September 2010
<b>Review date</b>	September 2012
<b>Guideline owner</b>	Diocesan Chancellor
<b>Applies to</b>	All lay Diocesan employees and Volunteers
<b>Related guidelines &amp; procedures</b>	
<b>Headings</b>	Objective Introduction Prohibited email & internet use What is appropriate use Monitoring and regulation of internet & email usage Breaches of guidelines Email etiquette Retention/storage Disclaimer System security Reasonable personal use Sign off Legislation
<b>Pages</b>	7

### Objective

These guidelines set down the standards and expectations of employees, volunteers and contractors when using email and the internet within the Parish.

### Introduction

The Parish computer network is provided primarily for business / operational purposes employees & volunteers that are provided Internet and Email access, on the basis that it is provided to support and facilitate the pastoral and operational activities of the Parish. Email and the internet may only be used to perform tasks related to the employee's or volunteers duties in an appropriate, professional and lawful manner with the exception of reasonable personal use (as defined).

The terms and recommended conduct described in this policy are not intended to be exhaustive, nor do they anticipate every possible use of Parish email and internet facilities. Employees should act with caution and take into account the underlying



# DIocese OF LISMORE

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principles intended in this policy. If an employee is unsure of the appropriate action relating to the use of emails or internet they should discuss the matter with the Parish.

By signing the declaration at the bottom of this document, the employee, volunteer or contractor acknowledges their acceptance and understanding of the terms contained within these guidelines.

## **Prohibited Email & Internet Use**

All information will be treated as business related and it is not acceptable to intentionally create, send or access information that could damage the Parish reputation, be misleading or deceptive, result in victimisation or harassment, lead to criminal penalty or civil liability, or be reasonably found to be offensive, obscene, threatening, abusive or defamatory.

Employee and volunteers may not intentionally access, create, transmit, receive, or store any offensive information, data or material that violates Federal or State regulations or laws. The Parish reserves the right to audit and remove any illegal material from its computer resources without notice.

No form of computer hacking (illegally accessing other computers, loading unauthorised software, modifying or changing computer/systems settings) is allowed.

Only clergy and authorised employees have permission to purchase goods or services via e-mail or the internet.

Information sent via E-mail shall only be sent to those people for whom the information is relevant. Employees and volunteers shall set up their own E-mail groups for frequently sent E-mails.

## **What is Inappropriate Use**

- Inappropriate use includes, but is not limited to any use of Parish equipment or services for intentionally transmitting, receiving, storing or accessing pornographic or sexually explicit material, images, text or other offensive material;
- It is inappropriate to transmit, receive, store or access any material which may discriminate against, harass or vilify any person on the grounds of sex; pregnancy; age; race (including colour), nationality, descent or ethnic background; religious background; marital status; disability; HIV/AIDS; and homosexuality or transgender;
- All employees must respect the copyright and any other intellectual property rights of third parties. Copyright protects the exclusive right of the copyright holder to copy, publish, perform, broadcast and sell copyrighted material. Employees must not download material from the internet or otherwise receive and use information that is owned by a third party unless they have the written permission of that party. Examples of possible breaches of copyright can include forwarding e-mails or copying or downloading copyright material (including computer programs, screensavers, sounds and images) that have copyright protection. As a general rule, under copyright law downloading from the internet for personal research is allowed. However, downloading material for distribution to others or for business purposes will require the permission of the third party owner.



# DIOCESE OF LISMORE

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Employees must not distribute potentially defamatory comments by e-mail, mailing lists, chain letters, bulletin boards or comments on social networking sites. Employees and/or the Parish may be sued by either other employees or external individuals for defamation. Defamation occurs when a statement or publication injures the reputation of another person. It can be a civil action or a criminal offence under relevant legislation. Further information is provided below in reasonable personal use.

- engage in any activity which is likely to be considered unlawful under the legislation, is discriminatory or amounts to harassment, or which is contrary to the guidelines in this policy;
- annoy, interfere with or disrupt the reasonable use of the Parish network by any other person; and
- gain unauthorised access to information or other computer networks.

## **Monitoring and Regulation of Internet and Email Use**

All information, data or files created by employees and volunteers whilst engaged by the Parish are subject to scrutiny.

The Parish may monitor, copy, access or disclose any information or files that a user stores, processes, or transmits using its technology and services.

### **This monitoring shall occur without notice.**

Monitoring may be periodic, random or continuous and may be done for the following purposes:

- to ensure compliance with the Parish;
- to investigate conduct that may be illegal or adversely affect the Parish or its employees;
- to prevent inappropriate or unreasonable personal use of Parish property: and
- to help diagnose or repair faults or problems with the system.

Any use of equipment or services thought to be inconsistent with Parish policies and guidelines shall be investigated. As part of the investigative process, the user's rights to access Internet and email may be withdrawn.

Employees have a duty to report suspected breaches of these guidelines or any improper use of E-mail or the internet, including any improper use of electronic communications devices.

Religious and Managers shall contact the Diocesan HR/WHS Manager who will advise on procedures to be followed in the event of suspected breach of these guidelines.

## **Breaches of the Internet and Email Use Guidelines**

Breaching the Internet and Email Use Guidelines is viewed seriously by the parish and may result in disciplinary action including withdrawing the user's rights to access Internet and Email. It may also result in formal counselling, and for serious or repeated breaches, likely result in the termination of employment or volunteer work with the Parish.

Employees and volunteers may be individually liable if they aid and abet others who discriminate against, harass or vilify colleagues or any member of the public.



# DIOCESE OF LISMORE

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## **Email Etiquette:**

Some tips to follow when writing an E-mail:-

- Business communication requires proper use of written language. Mixed case should be used just as you would with a normal letter. Do not type your message in ALL CAPITALS as this makes it look like you are shouting.
- Begin each message with an appropriate greeting (e.g. Hello, Good morning, etc.)
- Finish each message with an appropriate salutation (e.g. Thank you, Kind regards, etc.) followed by your signature details.
- Always include a short, concise subject line that reflects the content of the E-mail. This helps the recipient to locate and file the E-mail.
- Do not use short hand.
- Clearly label any humour or sarcasm. Without the cues associated with face-to-face communication it is easy to be misunderstood. Use an emotion.
- Never put anything in an e-mail message that you would not put on a postcard.
- When forwarding e-mails that have been forwarded many times, it is common courtesy to remove any formatting marks (e.g. >) and make sure you delete any blocks of e-mail addresses so that other peoples email addresses are not exposed. An e-mail address should be treated the same as a silent telephone number. It can be better to copy and paste what you want to send into a new e-mail message.
- If you are forwarding or re-posting a message, don't change the original wording.
- Avoid embedding sounds or using "stationary" in your messages. They take longer to download, use up disk space and can be annoying to your recipient.
- Re-read your e-mail message before you send it out.
- Check your message to ensure the spelling; grammar and punctuation are correct as it improves the professionalism of your message. Use the automatic spell checker.
- Check your E-mails regularly and reply promptly to those E-mails that require you to do so. This will help stop you from filing and forgetting the message. It also informs the sender that you received the E-mail.

## **Retention/Storage:**

In addition to the E-mail retention guidelines documented below, employees and volunteers shall retain any E-mail that documents significant information, decisions or processes, which affect the Parish. This excludes all personal E-mails.

### **a) Internal E-mails (i.e. E-mails between employees)**

The Sender of the E-mail shall retain all E-mails and file them in an appropriate order (e.g. by date, topic, etc). This also applies when replying to or forwarding on an E-mail.

The Recipient of the E-mail shall read the E-mail, action it if applicable and delete when finalised. There is no responsibility on the recipient to keep these E-mails, unless they document significant information, decisions or processes, which affect their Parish entity or the Diocese.



# DIOCESE OF LISMORE

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b) Incoming External E-mails (i.e. from external sources)

The recipient of the E-mail shall retain all incoming external E-mails and file them in an appropriate order (e.g. by date, topic, etc).

E-mails shall be stored in the respective employee's active directory for a period of seven (7) years and then deleted (unless retention of the information is governed by other legislative requirements).

## Disclaimer

All E-mails shall contain the following Disclaimer:

"Information contained within this E-mail is intended for the named addressee only. If you are not the intended recipient you must not copy, distribute or disclose any details of this E-mail to any other persons or organisation. If you have received this e-mail in error please notify us immediately by telephone or return e-mail and delete the original message. Any views expressed herein are those of the author and do not necessarily represent those of the Parish.

## System Security

Employees will be assigned a username and will be required to select a password to use the Parish electronic communications. Employees are to ensure that these details are not disclosed to anyone else and should therefore ensure that you take steps to keep these details secure.

Employees are encouraged to either lock their screen or log-out when leaving a work station to avoid others gaining unauthorised access to personal or confidential information.

## Security of information and privacy:

Messages conveyed by E-mail through the Internet are capable of being intercepted, traced, or recorded by others. Although such practices may be illegal, employees and volunteers should not have an expectation of privacy and must take care with confidential documents.

Personal data / information (e.g. passwords, bank details etc.) shall not be E-mailed externally without the use of approved encryption software or other security mechanisms (e.g. password protection).

The use of E-mail is monitored through an employee's or volunteers "user ID" and access rights governed by a password personal to them. Employees must not divulge their password to others because they could be held responsible for their actions.

- a) There is no personal privacy when using the Parish technology and systems for Electronic Messaging. All information, data or files employees create or use while employed by the Parish are and remain the property of the Parish.

**Note:** In law, electronic messages are treated in the same way as any other document and as such may be used as evidence.

- b) Electronic messages are official documents that are subject to the same law as any other form of correspondence. They are subject to statutory record keeping requirements and can be subpoenaed or discovered during legal processes.



They provide evidence of events which occurred as part of the Parish official business, such as:

- What happened
- What was decided
- What advice was given
- Who was involved
- When it happened
- The order of events and decisions made

## DEFINITIONS

### **Chain letter:**

A letter, often with a request for or a promise of money, sent to many people who add to or recopy it and send it on.

### **Encryption:**

The procedure of converting plain text into cipher text (encrypted message) in order to prevent any but the intended recipient from reading the data.

### **Hacking:**

Illegally gaining access to and sometimes tampering with information in a computer system.

### **Reasonable Personal Use:**

Employees are permitted to use the internet and email facilities, provided that such use is kept to a minimum, is undertaken during breaks or before or after normal hours and does not interfere with the performance of operational duties. Reasonable personal use of the Internet or E-mail includes the occasional use of these tools to pay bills for example. It does not include use which inhibits the productivity of the employee in question, is unlawful, inappropriate or which would otherwise contravene this guidelines.

Reasonable personal use of E-mail does not include the transmittal of unauthorised software or lengthy files containing picture images or graphics. This includes computer games and music files. Transmission of such files increases the load on the network and could degrade the service to other employees.

On line social networking sites may be accessed by employees but consideration needs to be afforded to operational issues of productivity, IT resources (bandwidth), viruses and malware, spam, phishing, social engineering scams, reputation and legal liability.

In particular sites such as LinkedIn, MySpace, Twitter, FriendWise, FriendFinder, Yahoo! 360, Facebook, Orkut, and Classmates may inadvertently provide an avenue for identifiable personal information, inappropriate comments or remarks that may offend other people and provides an avenue for defamation proceedings.



# DIocese OF LISMORE

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## Legislation

Fair Work Act 2009 (Cth)

Privacy Act 1988 (Cth)

Workplace Surveillance Act 2005 (NSW)

## Sign Off

I have read, understand and agree to comply with the terms of this policy governing the use of the Parish internet and e-mail facilities. I also acknowledge the provisions of the Workplace Surveillance Act 2005 and that my email and internet use may be monitored, computer surveillance is operative, continuous and ongoing. By logging onto the network I acknowledge that I have read and understood this notice and policy.

<b>Print Name</b>			
<b>Signature</b>		<b>Dated</b>	