



Yorkshire and the Humber

Yorkshire and the Humber Strategic Health Authority

Internet Policy

Policy Reference Information

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Originator/Author	Stephen Rose (Health Informatics Service)
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1 INTRODUCTION

- 1.1 This document defines the Internet Use Policy for Yorkshire and the Humber Strategic Health Authority (referred to hereafter as the SHA). The policy is adhered to and supported by the Health Informatics Service (THIS) who provide IT support for and are hosted by Calderdale and Huddersfield NHS Foundation Trust. The Internet Use Policy applies to all staff who use the Internet and SHA Intranet (referred to as 'Users').
- 1.2 The Internet is a general term that covers access to numerous computers and computer systems worldwide that are accessed electronically. Such systems include the World Wide Web (www), email (dealt with in the Email Use Policy), File Transfer Protocol (FTP), newsgroups, Gopher, etc. The SHA uses N3 network to access these systems.
- 1.3 The purpose of this policy is to ensure the proper use of the Internet and Intranet and make staff aware of what the SHA deems as acceptable and unacceptable use. By following this policy, the Internet User can minimise the legal risks involved in the use of Internet. This document:
- a) Sets out the SHA's policy for the protection of the confidentiality, integrity and availability of the Internet;
 - b) Establishes SHA and User responsibilities for the Internet;
 - c) Provides reference to documentation relevant to this policy.
- 1.4 If there is evidence that any User is not adhering to this Internet Use Policy, they will be dealt with in accordance with the SHA's disciplinary procedure.

2 OBJECTIVE

- 2.1 The objective of this policy is to ensure appropriate use of the Internet. To do this the SHA will:
- a) Ensure Availability
Ensure that the Internet is available for users;
 - b) Preserve Integrity
Protect the SHA's network from unauthorised or accidental modification of the SHA's information;
 - c) Preserve Confidentiality
Protect assets against unauthorised disclosure.

3 SHA RESPONSIBILITIES

- 3.1 The SHA will ensure that appropriate training is offered to all users.
- 3.2 The SHA will take all reasonable steps to ensure that users of the Internet service are aware of policies, protocols, procedures and legal obligations relating to the use of Internet. This will be done through training and staff communications at departmental and SHA-wide levels.

4 ACCESS TO THE INTERNET

- 4.1 Anyone wishing to open an Internet account must contact the IT Service Desk on 0845 1272600
- 4.2 Users who have not already signed one will be sent a Code of Connection agreement and must make themselves aware of the associated IT policies published on the intranet. All new employees sign a code of connection as part of their contract of employment.
- 4.3 Anyone attempting to circumvent the SHA logon procedures could be subject to the SHA's Disciplinary procedure.

5 USER RESPONSIBILITIES

5.1 Acceptable Internet Usage

- 5.1.1 To access research material and other information relevant to your work.
- 5.1.2 To access the internet for personal use, providing this does not interfere with work.

5.2 Unacceptable Internet Usage

- 5.2.1 Creating, deliberately viewing, downloading or transmitting (other than for properly authorised and lawful research) any offensive, defamatory or otherwise unlawful images data or other material is strictly forbidden. Other than instances which demand criminal prosecution, the SHA is the final arbiter on what is or is not offensive material or what is or is not permissible access to the Internet.
- 5.2.2 Creating, downloading or transmitting data or material that infringes or breaches copyright.
- 5.2.3 Making defamatory statements about people or organisations on any web pages.
- 5.2.4 Using the internet to harass other members of staff by displaying particular websites that they consider offensive or threatening. **Users must ensure that they are aware of policies which give guidance on acceptable**

behaviour e.g. Bullying and Harassment policy and apply these to the use of the internet.

- 5.2.5 Creating, downloading or transmitting pornography.
- 5.2.6 Altering any software programs, graphics etc. without the express permission of the owner; claiming someone else's work is your own; sending copyrighted material by Internet without the permission of the owner. This is considered copying.
- 5.2.7 Making ill-considered or unjustified comments about people or organisations on any Social Networking or blogging websites. Staff should adhere to the SHA Code of Conduct and corporate values.
- 5.2.8 The following activities can seriously compromise the performance of the SHA network and its information systems, and may use up valuable server space as well as wasting the time and effort of staff employed to support these systems.
- 5.2.9 Downloads of graphics, streaming video or audio files for entertainment purposes (e.g. music files, Google Earth); forwarding or creating chain letters, junk mail or spam.
- 5.2.10 The SHA reserves the right to block or further limit personal access, where the capacity of the network internet connection to cope with business traffic is compromised by personal use.
- 5.2.11 If you **unintentionally** access, download, or transmit any information or images that are in breach of this policy please report this to your supervisor, line manager or Human Resources manager. This is to ensure that it does not result in disciplinary proceedings where the breach of policy was accidental / unintended.

Please read appendix A (including definitions).

6 BEST PRACTICES

- 6.1 The SHA considers the internet as an important means of communication and recognises the importance of proper internet content in conveying a professional image and delivering good customer service. The SHA is also committed to ensuring that use of the Internet does not interfere with or disrupt the IT services provided within the SHA. Therefore users must take responsibility for using the Internet in an appropriate manner. Be aware that the following:-
 - Downloads of graphics, streaming video, or audio files for entertainment purposes (e.g. music files, Google Earth, gambling sites)

and

- Forwarding or creating chain letters, junk mail or spam seriously compromises the performance of the SHA's network and its IT systems, and may use up valuable server space as well as wasting the time and effort of staff employed to support the SHA's IT systems.

Use of graphics, streaming video or audio files for legitimate work purposes is permitted.

- 6.2 Users must be aware of Codes of Conduct and policies which give guidance on acceptable behaviour and apply these to their use of the Internet.

7 SYSTEM MONITORING

- 7.1 All Internet traffic is logged automatically. These logs are audited periodically.
- 7.2 If evidence exists that indicates any Users are failing to adhere to this policy or are using the Internet in an inappropriate manner the SHA reserves the right to investigate Internet usage under these circumstances. The SHA also reserves the right to take disciplinary action in accordance with the SHA's Disciplinary Procedure.

8 TRAINING

- 8.1 If you require User training in basic computer skills or the use of the Internet please contact The Health Informatics Training Service 0845 1272600

9 QUESTIONS

- 9.1 If you have any questions or comments about this Internet Use Policy, please contact the Service Desk on 0845 1272600. If you do not have any questions the SHA presumes that you understand and are aware of the rules and guidelines in this Internet Use Policy and will adhere to them.

10 LEGAL REFERENCES

Copyright, Designs & Patents Act 1988
Access to Health Records Act 1990
Computer Misuse Act 1990
The Data Protection Act 1998
The Human Rights Act 1998
Electronic Communications Act 2000
Regulation of Investigatory Powers Act 2000
Freedom of Information Act 2000

Environmental Information Regulations 2004 (EIRs)
Health & Social Care Act 2001

11 ASSOCIATED DOCUMENTS

Email Policy
Standards of Conduct for SHA Staff
Disciplinary Procedure
Confidentiality Policy Statement and Guidance
Incident Reporting Procedure

1 DEFINITIONS

1.1 Defamation

What is defamation?

A published (spoken or written) statement or series of statements, which affects the reputation of a person or an organisation and exposes them to hatred, contempt, ridicule, being shunned or avoided, discredited in their trade, business, office or profession, or pecuniary loss.

DO NOT

Make statements about people or organisations on any web pages you are including on the website without verifying their basis in fact.

1.2 Harassment

What is harassment?

Any unwarranted behaviour, which is unreasonable, unwelcome or offensive. This may include physical contact, comments or printed material, which causes the recipient to feel threatened, humiliated or patronised.

Harassment takes many forms. It can range from extreme forms such as violence and bullying, to less obvious actions like ignoring someone at work. Whatever the form, it will be unwanted behaviour that is perceived as unwelcome and unpleasant by the recipient. Harassment can be on a variety of grounds, including sex/gender, race, sexual orientation, mental status, age, physical/mental disability. Note that this list is not exhaustive.

DO NOT

Use the internet to harass other members of staff by displaying particular web sites that they consider offensive or threatening.

1.3 Pornography

What is pornography?

Pornography can take many forms. For example, textual descriptions, still and moving images, cartoons and sound files. Some pornography is illegal in the UK and some is legal. Pornography that is legal in the UK may be considered illegal elsewhere. Because of the global nature of Internet these issues must be taken into consideration. Therefore, the SHA defines pornography as the description or depiction of sexual acts or naked people that are designed to be sexually exciting. The SHA will not tolerate its facilities being used for this type of material and considers such behaviour to constitute a serious disciplinary offence.

What you must not do

- Create, download or transmit (other than for properly authorised and lawful research) pornography.
- Send or forward web mails with attachments containing pornography. If you receive a webmail with an attachment containing pornography you should report it to the IT Services Manager or your line manager.

Indecent Images of Children – Guidance for Managers

It is a criminal act under Section 1 of the Protection of Children's Act 1978 for any person to make and distribute indecent images of children. These are arrestable offences.

Upon receipt of any information concerning this kind of activity, the department head should notify the Police (Child and Public Protection Unit) immediately. No downloading or distribution of any images should be completed, either internally or externally within the organisation, as this will leave the individuals responsible open to criminal investigation.

The computer should be securely isolated to prevent further use by anyone, thus allowing this to be seized as evidence for forensic examination by the Police. The details of all persons having access to the computer should be made available to allow clear evidence trail to be established.

What are the consequences of not following this policy?

- Users and/or the SHA can be prosecuted or held liable for transmitting or downloading pornographic material, in the UK and elsewhere.
- The reputation of the SHA will be seriously compromised if its systems have been used to access or transmit pornographic material and this becomes publicly known.
- Users found to be in possession of pornographic material, or to have transmitted pornographic material, will be dealt with under the SHA Disciplinary Procedure.
- This may constitute gross misconduct under the SHA's disciplinary procedure.

1.4 Copyright

What is copyright?

Copyright is a term used to describe the rights under law that people have to protect original work they have created. The original work can be a computer program, document, graphic, film or sound recording, for example. Copyright protects the work to ensure no one else can copy, alter or use the work without the express permission of the owner.

Copyright is sometimes indicated in a piece of work by this symbol ©. However, it does not have to be displayed under British law. So a lack of the symbol does not indicate a lack of copyright. In the case of SHA

standard-use computer software, the SHA purchases licences on behalf of its users.

DO NOT

- Alter any software programs, graphics etc without the express permission of the owner.
- Claim someone else's work is your own
- Send copyrighted material by Internet without the permission of the owner. This is considered copying.

1.5 Computer Misuse Act 1990

Creating, downloading or transmitting data or material that is created for the purpose of corrupting or destroying other User's data or hardware is an offence under the Computer Misuse Act 1990.

2 FURTHER INFORMATION

If you would like any further information please contact the Confidentiality and IM&T Security Officer on 0845 1272600