

# USE OF IT HARDWARE, SOFTWARE AND EQUIPMENT POLICY

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## Introduction and background

The Brain Tumour Charity may provide computer hardware, software, e-mail and Internet access for during your time as a volunteer. This policy outlines how the Charity expects you to sensibly use Charity equipment. If a volunteer misuses charity equipment then the Charity will follow the procedure outlined Good Conduct Policy.

## Policy Details

### Computer Code of Conduct

In order to maintain the integrity of our computer system and records, the following guideline must be observed:

- Passwords for access to the system are confidential and must not normally be revealed to other employees or volunteers. If you are authorised to divulge your password to another volunteer or employee, the password must be reset at the earliest opportunity.
- Playing games on the system; the Charity adopts a flexible approach if used during break times and within reason.
- All software or memory sticks must be authorised by your Volunteer Coordinator, before they are loaded onto or even placed in any computer.
- Upon the discovery of computer virus and/or corrupted information, please inform Bluecube (the Charity's IT support) and your Volunteer Coordinator as soon as possible.
- The sending of e-mails is restricted to business use only.
- The creation, generation, and distribution of material that is offensive on race, gender, sexual orientation, age or disability grounds are forbidden.
- It is forbidden to use the computer system to generate and/or distribute material which is offensive to or ridicules other employees.
- The storage of any kind of offensive material (including pornography) on the computer system is expressly forbidden.
- In these rules, material will be considered offensive if it causes distress to the person who receives or discovers it.
- Accidental sending of such material should be impossible if the above rules are observed and applied.

### Email Code of Conduct

We ask that all volunteers using e-mail on behalf of The Brain Tumour Charity in the course of their duties familiarise themselves with this e-mail code of conduct and be aware of their responsibilities.

- E-mail provides a channel of communications with our supporters, beneficiaries, stakeholders, and suppliers.
- E-mail is a business tool we use for improving supporters, beneficiaries, stakeholders and suppliers satisfaction and must be treated as such.
- Caution must be taken when using e-mail as it is easy to send. Once the send command has been given, the message cannot be stopped.
- E-mail is not a substitute for face to face or telephone communication. The human being uses many techniques during face to face communication (e.g. body language, facial expression, tone, pitch, etc.) that cannot be employed within an electronic message. Care must be taken in the construction of an e-mail message so that its contents cannot be misinterpreted.

Bullying, harassment or abuse of others through the use of e-mail is forbidden. This includes sending information that insults or harasses others with respect to their gender, sexual orientation, race, age, disability or religion. It is forbidden to:

- Access or distribute pornography
- Engage in on-line gambling
- Take part in electronic chain letters
- Download or distribute copyright information
- Download, open or distribute unauthorised software
- Post confidential information about the Charity, its stakeholders or suppliers without authorisation
- Use the Charity System for personal purposes, without the prior authority of your Volunteer Coordinator.

Although e-mail provides the capability of sending the same message to many recipients simultaneously, only include the people who need the message. Otherwise junk e-mail is being generated for no reason.

- Deliberate sending of junk e-mail is forbidden.
- When replying to an e-mail, make sure that the reply is for the sender only and not original mailing list (unless there is a specific requirement to do so).

When attaching files to a message, please keep them small. E-mail is not the medium to use for very high resolution graphics. In addition, do not attach files that have hidden confidential information (e.g. base cost calculations you may have used to generate a quote). Software exists that can reveal this hidden data.

If you need to share a document internally, email the hyperlink to the file and not as an attachment.

- E-mail can be read by third parties (Police can obtain printouts directly from internet service providers without a warrant).
- E-mail can be used in evidence.
- E-mail can create binding contracts.

Make sure that the content of your e-mail is factually correct and non-defamatory.

It is forbidden to send e-mail using a mail client (i.e. software) that has been installed for another employee or volunteer (i.e. someone else will appear to be the sender) unless authorised to do so by the Charity. In addition employees and volunteers must take adequate precautions to prevent this (e.g. ensure that PCs are not left switched on and unattended for long periods of time).

An individual's PC may be audited at any time to ensure compliance to this code of conduct.

Should an employee or volunteer be subject to harassment or abuse from e-mail at work from another volunteer or employee, then the matter should be reported to the Chief Executive immediately.

Finally volunteers are advised that tools are in place to monitor personal use of The Brain Tumour Charity resources. E-mails may be monitored for personal usage and may be opened to ascertain content. Your e-mails and attachments may be monitored for offensive language. Volunteers should be aware that use of the Internet may be monitored and a log kept of web-sites visited.