



## **Title**

Acceptable Use of Diocese of Toowoomba Catholic Schools Office provided ICT systems and resources policy (AUP)

## **Purpose**

The provision of ICT systems and resources by the Diocese of Toowoomba Catholic Schools Office is to improve and enhance learning and teaching, and conduct of the business and functions of Diocese of Toowoomba Catholic Schools. Using information technology, accessing information, and communicating electronically can be cost-effective, timely and efficient. To reap these benefits, it is essential that access to and appropriate use of these ICT systems and resources be described and managed.

## **Policy statement**

All employees and students (users) of the Diocese of Toowoomba Catholic Schools must access and use ICT systems and resources in ways that are legal, ethical and are consistent with the aims, values and objectives of Catholic education.

## **Legislative references**

- *Education (Accreditation of Non-State Schools) Act 2001 (Qld)*
- *Education (Accreditation of Non-State Schools) Regulation 2001 (Qld)*
- *Education (General Provisions) Act 2006 (Qld)*
- *Education (General Provisions) Regulation 2006 (Qld)*
- *Education (Queensland College of Teachers) Act 2005(Qld)*
- *Commission for Children and Young People and Child Guardian Act 2000 (Qld)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Evidence Act 1977 (Qld)*
- *Work, Health and Safety Act 2011 (Qld)*
- *Work, Health and Safety Regulation 2011 (Qld)*
- *Environmental Protection Act 1994 (Qld)*
- *The Privacy Act 1988 (Commonwealth)*
- *Copyright Act 1968 (Commonwealth)*
- *Publications, Films and Computer Games Act 1995 (Commonwealth)*

## **Effective date**

28 October 2016



## Policy

### 1. Ownership and work related use

- 1.1. Diocese of Toowoomba Catholic Schools Office is the owner of all electronic communications created, sent or received using Diocese of Toowoomba Catholic Schools Office ICT systems and resources. This includes school purchased resources and access to the system from personally owned devices including laptops, mobile phones, tablets or similar products.
- 1.2. Access and use of Diocese of Toowoomba Catholic Schools Office ICT systems and resources includes:
  - publishing and browsing on the internet (during and outside of work hours);
  - downloading or accessing files from the internet or other electronic sources;
  - email (inbox, outbox and archives);
  - electronic bulletins/notice boards;
  - electronic discussion/news groups;
  - weblogs ('blogs');
  - social networking;
  - file transfer;
  - file storage;
  - file sharing;
  - video conferencing;
  - streaming media;
  - instant messaging;
  - online discussion groups and 'chat' facilities;
  - subscriptions to list servers, mailing lists or other like services;
  - copying, saving or distributing files;
  - viewing material electronically; and
  - printing material.
- 1.3. All access and use of the Diocese of Toowoomba Catholic Schools Office ICT systems and resources (see 1.2) will be monitored. Accordingly, all access and use including from personally owned devices can be scrutinised at the request of the school Principal, an employee's supervisor or legal authority including the Police and courts.
- 1.4. Social networking, on-line conferences, discussion groups or other similar services or tools using Diocese of Toowoomba Catholic Schools Office's ICT systems and resources must be relevant and used only for educational or business related purposes. When using such tools, all Diocese of Toowoomba Catholic Schools Office's ICT users must conduct themselves in accordance with the Diocese of Toowoomba Catholic Schools Code of Conduct and/or the school's behaviour code.
- 1.5. Electronic communications should be treated in the same way as any other correspondence, such as a letter or fax; that is, as a permanent written record which may be read by persons other than the addressee and which could result in personal or Diocese of Toowoomba Catholic Schools Office's liability.
- 1.6. Users and/or Diocese of Toowoomba Catholic Schools Office may be liable for what is said in an email message. Electronic communications are neither private nor secret. They can be easily copied, forwarded, saved, intercepted, archived and may be subject to discovery in litigation.



- 1.7. Users must not use the Diocese of Toowoomba Catholic Schools Office's ICT systems or resources for the following purposes:
- to abuse, vilify, defame, harass or discriminate (by virtue of sex, race, religion, national origin or other);
  - to send, receive, access, download or distribute obscene or pornographic material;
  - to make comments that are not appropriate in the workplace;
  - to injure the reputation of Diocese of Toowoomba Catholic Schools Office or school;
  - to spam or mass mail or to send or receive chain mail;
  - to infringe the copyright or other intellectual property rights of another person; or
  - to perform any other unlawful or inappropriate act.
- 1.8. Users of Diocese of Toowoomba Catholic Schools Office's ICT systems and resources who receive unsolicited offensive or inappropriate material electronically should immediately report this to their supervisor, teacher or Principal and then delete it. Offensive or inappropriate material received from people known to the receiver should be deleted immediately and the sender of the material should be asked to refrain from sending such material again. Such material must not be forwarded internally or externally or saved onto Diocese of Toowoomba Catholic Schools Office's ICT systems and resources except where the material is required for the purposes of investigating a breach of this policy.

## **2. Personal Use**

- 2.1. Users of Diocese of Toowoomba Catholic Schools Office's ICT systems and resources may use them for personal use provided the use is not excessive, does not interfere with performance of normal work duties or education, and does not breach this policy.
- 2.2. In the case of shared ICT systems and resources, a user is expected to respect the needs of other users and use these facilities in a timely and efficient manner.
- 2.3. Large data downloads or transmissions should be minimised to ensure the performance of Diocese of Toowoomba Catholic Schools Office's ICT systems and resources for other users is not adversely affected. Where a user has caused Diocese of Toowoomba Catholic Schools Office to incur costs for excessive downloading of non-work or education related material, the Diocese of Toowoomba Catholic Schools Office may seek reimbursement or compensation from the user for all or part of these costs.
- 2.4. Excessive or inappropriate use of ICT systems and resources for personal reasons during working or school hours will be investigated and if deemed necessary will lead to disciplinary action or termination of employment.

## **3. Privacy**

- 3.1. In the course of carrying out a users' duties on behalf of Diocese of Toowoomba Catholic Schools Office, a user who has access to, or may handle personal information relating to others, including students, colleagues, contractors, parents and suppliers should not disclose this information except in accordance with Diocese of Toowoomba Catholic Schools Privacy Statement, as included on the footer of all emails and webpages or with proper authorisation.
- 3.2. The Privacy Act (1988) requires a user and Diocese of Toowoomba Catholic Schools Office to take reasonable steps to protect the personal information that is held from misuse and unauthorised access. Therefore, each user is responsible for the security of ICT equipment provided for work and education purposes and must not allow it to be used by an unauthorised party, which specifically includes anyone who is not an employee or student of Diocese of Toowoomba Catholic Schools Office.



- 3.3. Users will be assigned a log-in code and will select a password to use on Diocese of Toowoomba Catholic Schools Office ICT systems and resources. Each user must ensure that these details are not disclosed to anyone else. Individual users are to keep their log-in and password secure.
- 3.4. Users should either lock their screen or log-out when they leave their desk or complete a session of use.
- 3.5. In order to comply with the Diocese of Toowoomba Catholic Schools Office obligations under the Privacy Act (1988), users are to use the blind copy (BCC) option when sending emails to multiple recipients where disclosure of those persons' email addresses will impinge upon their privacy.
- 3.6. In addition to the above, users are to familiarise themselves with the Australian Privacy Principles and ensure that their use of electronic communications does not breach the Privacy Act (1988) or the Australian Privacy Principles.

#### 4. Confidentiality

- 4.1. When electronic communications are sent from Diocese of Toowoomba Catholic Schools Office ICT systems and resources to the network servers then on to the Internet, the communication may become public information. Encryption of emails should be used to reduce the risk of third parties being able to read email and should be used in cases where additional security is required.

**Please note:** Receivers of encrypted emails require appropriate software to be able to decrypt it. If users require more information in relation to encrypting email, they should contact the Information and Communications Technology Team, Corporate Services, Diocese of Toowoomba Catholic Schools Office via [support@twb.catholic.edu.au](mailto:support@twb.catholic.edu.au).

- 4.2. Users must be aware that security of electronic communications is not guaranteed, particularly when communicated to an external party. The sender should consider the confidentiality of the material they intend to send and choose the most appropriate means of communication.

**Please note:** There is always a trail and a copy saved of electronic communications on the Diocese of Toowoomba Catholic Schools Office's network servers along with other servers to which the communications pass. This applies even when encryption is used.

- 4.3. Where an outgoing email is important or urgent, users should verify that the recipient has received the entire email including any attachments.
- 4.4. All emails that are sent from Diocese of Toowoomba Catholic Schools Office email addresses must contain the disclaimer message as shown below:

*The contents of this email are confidential. Any unauthorised use of the contents is expressly prohibited. If you have received this email in error, please advise the sender by email or telephone 61 7 4687 4321 immediately and then delete / destroy the email and any printed copies.*

*Thank you.*

**Please note:** This message is set to appear automatically on each outgoing email. Contact the Information and Communication Technology Helpdesk at [support@twb.catholic.edu.au](mailto:support@twb.catholic.edu.au) if this feature is not working.

- 4.5. Users should maintain a reasonable degree of caution regarding the identity of the sender of incoming messages and verify the identity of the sender by another means if they have concerns.
- 4.6. Users must delete old or unnecessary email messages and archive only those emails they need to keep. Emails that will be required at a later date are to be saved in an individual's network directory so that appropriate backups are made.



## **5. Distribution and Copyright**

- 5.1. All materials that are created, stored and distributed using Diocese of Toowoomba Catholic Schools Office systems and resources become the property of the Diocese of Toowoomba Catholic Schools Office, unless they have been reproduced, with permission, in accordance with copyright laws, from a third party.
- 5.2. When distributing information over Diocese of Toowoomba Catholic Schools Office's computer network or to third parties outside Diocese of Toowoomba Catholic Schools, a user must ensure that Diocese of Toowoomba Catholic Schools has the right to do so, and that they are not violating the intellectual property rights of any third party.
- 5.3. If a user is unsure of whether they have the sufficient authorisation to distribute the information, they are to contact their immediate supervisor, teacher or Principal.
- 5.4. Copyright law must always be observed. The copyright material of third parties (for example, software, database files, documentation, cartoons, articles, graphic files and downloaded information) must not be distributed through email without specific authorisation to do so.

## **6. Viruses and Malware**

- 6.1. All external files and attachments are virus checked using scanning software before they are accessed.
- 6.2. Virus and malware checking is done automatically through protection software installed on the servers.
- 6.3. If users are concerned about an email attachment, or believe that it has not been automatically scanned for viruses, they should contact the Information and Communication Technology Helpdesk at [support@twb.catholic.edu.au](mailto:support@twb.catholic.edu.au).
- 6.4. Any attachments from unknown sources should never be opened.

## **7. Absence**

- 7.1. During periods of absence from work or school, arrangements must be made to enable access to a user's email by the Diocese of Toowoomba Catholic Schools Office or an 'out of office reply' must be set.
- 7.2. If a user requires assistance with installing an 'out of office' reply, they are to contact the Information and Communication Technology Helpdesk at [support@twb.catholic.edu.au](mailto:support@twb.catholic.edu.au).
- 7.3. At any time, the Executive Director: Catholic Schools, Directors or Principals can direct the Information and Communication Technology Helpdesk at [support@twb.catholic.edu.au](mailto:support@twb.catholic.edu.au) to allow access to another user to emails where arrangements described in 19.1 and 19.2 have not been made.

## **8. Storage of devices and equipment**

- 8.1. All ICT devices and equipment provided by the Diocese of Toowoomba Catholic Schools for staff and student use are to be stored in an area or place with a minimal possibility of theft or damage.

## **9. Breaches of this policy**

- 9.1. Depending on the nature of the inappropriate use of Diocese of Toowoomba Catholic Schools Office ICT systems and resources, non-compliance with this policy may constitute:
  - a breach of employment obligations;
  - serious misconduct;
  - sexual harassment;
  - unlawful discrimination;



- a criminal offence;
  - a threat to the security of Diocese of Toowoomba Catholic Schools Office ICT systems and resources;
  - an infringement of the privacy of staff and other persons; or
  - exposure to legal liability.
- 9.2. Non-compliance with this policy will be investigated and appropriate action, including disciplinary action or termination of employment, will be taken.
- 9.3. Where there is a reasonable belief that illegal activity may have occurred Diocese of Toowoomba Catholic Schools Office will report the suspected illegal activity to the police.
- 9.4. Examples of breaches of this policy include but are not limited to the following:

#### **Category 1: Criminal**

This category includes the following:

- child abuse and child exploitation material
- copyright violations
- material showing intent to commit fraud
- computer Crime
- other - any other material or activity which involves or is in furtherance of a breach of the criminal law

#### **Category 2: Extreme**

This category involves use of material that has or would attract a classification of RC under the Guidelines for Classification of Films and Computer Games 2005 or National Classification Code scheduled to the Classification (Publications, Films and Computer Games) Act 1995 (Cth). This covers any material that:

- depicts, expresses or otherwise deals with matters of sex, drug misuse or addiction, crime, cruelty, violence or revolting or abhorrent phenomena in such a way that they offend against the standards of morality, decency and propriety generally accepted by reasonable adults to the extent that the material should not be classified;
- describes or depicts in a way that is likely to cause offence to a reasonable adult, a person who is, or appears to be, a child under 18 (whether or not the person is engaged in sexual activity or not); or
- promotes, incites or instructs in matters of crime or violence.

This category also includes use of other types of offensive material that:

- has or would attract a classification of X18+ under Guidelines for Classification of Films and Computer Games 2005 or National Classification Code scheduled to the Classification (Publications, Films and Computer Games) Act 1995 (Cth). The material covered by this classification is only available for hire or sale in the ACT and Northern Territory, and covers sexually explicit material that contains real depictions of actual sexual intercourse and other sexual activity between consenting adults;
- involves racial or religious vilification;
- is unlawfully discriminatory;
- is defamatory;
- involves sexual harassment; or
- brings or has the potential to bring the employee and/or the Diocese of Toowoomba Catholic Schools into disrepute.



### **Category 3: Moderate**

This category includes the following:

- language that would be considered offensive or discriminatory under the Code of Conduct
- depictions of violence that depicts the act of moderate physical or emotional harm
- partial or full nudity including cartoon nudity which does not show genitalia

### **Category 4: Low**

This category includes the following:

- content that includes occasional text or verbal language that would be considered offensive or discriminatory under the Code of Conduct
- content that contains photographic, audio or text that would depict threatening or aggressive behaviour or low level physical or emotional harm

This category also covers personal use which satisfies the following 3 criteria:

- it occurs during normal working hours (but excluding the employee's lunch or other official breaks); and
- it adversely affects, or could reasonably be expected to adversely affect the performance of the employee's duties; and
- the use is more than insignificant.

## **10. Policy Updates**

This policy may be updated or revised from time to time. Diocese of Toowoomba Catholic Schools Office will notify users each time the policy is changed. If users are unsure whether they are reading the most current version, refer to the intranet on <https://ceo.twb.catholic.edu.au/xxxxx> and titled Acceptable Use of Diocese of Toowoomba Catholic Schools Office provided ICT systems and resources policy (AUP).

## **11. General**

The terms and recommended conduct described in this policy are not intended to be exhaustive, nor do they anticipate every possible use of Diocese of Toowoomba Catholic Schools Office's ICT systems and resources. Users are encouraged to act with caution and take into account the underlying principles intended by this regulation. If users feel unsure of appropriate action relating to use of ICT systems and resources, they should contact the Information and Communication Technology Helpdesk at [support@twb.catholic.edu.au](mailto:support@twb.catholic.edu.au)