

# **St. Michael's College**

## **Email and Internet Policy and Procedure**

### **Staff and Students**

## **Email**

E-mail provides an excellent means of communicating with other staff and students, Cardiff University, outside individuals, bodies and businesses. Use of e-mail, both internally and externally, however, must be tempered with common sense and good judgement.

To maximise the benefits of this medium and minimise potential liabilities St. Michael's College has created the following policy and guidelines. Please keep in mind that these guidelines are not intended to discourage your use of e-mail in performing your job or carrying out your studies. Rather, they are intended to ensure that e-mail is used responsibly and with discretion.

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### **THINK before sending a message**

It is very important that you use the same care and discretion in drafting e-mail as you would for any other written communication. Anything created or stored on the computer may, and probably will, be reviewed by others. Before sending a message, ask yourself the following question: Would I want a judge or jury to see this message?

### **Do not send inappropriate material**

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be sent by e-mail. If you encounter this kind of material, you should report it to the Principal or the General Manager.

### **Do not forward or initiate chain e-mail**

Chain e-mail is a message sent to a number of people asking each recipient to send copies with the same message to a specified number of others.

### **Duty of care**

Staff and students should endeavour to make each electronic communication truthful and accurate. You should use the same care in drafting e-mail and other electronic documents as you would for any other written communication. Please keep in mind that anything created or stored on the computer system may, and likely will, be reviewed by others.

### **Duty not to waste computer resources**

Staff and students must not deliberately perform acts that waste computer resources or unfairly monopolise resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, engaging in online chat groups at peak times (weekdays between 8.30 a. m. and 5.30 p. m.), printing multiple copies of personal documents, or otherwise creating unnecessary network traffic. Because audio, video, and picture files require significant storage space, files of this sort may not be downloaded, stored or sent as e-mail attachments unless they are work-related.

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#### **Large file transfers and e-mail attachments**

Staff and students should schedule communication-intensive activities such as large file attachments for off-peak times (that is before 8.30 a.m. and after 5.30 p.m.). As audio, video and picture files require significant storage space, files of this sort must not be sent externally through the email system unless they are strictly to do with College related work.

Games files must not be sent through the email system or downloaded from the internet at any time.

Staff and students at St. Michael's College use the same connections to send and receive e-mail. The time that the line is tied up for is directly in proportion to the size of the e-mail plus its attachment. A normal e-mail message may be about 1-25kb in size. However, a video clip or picture could be typically 10Mb or more in size and could tie up the line for some minutes, stopping business-e-mail from coming in or going out. **This is not acceptable.** Staff and students who persistently send personal e-mails with large attachments may be disconnected from the e-mail facility.

#### **Data Protection implications**

There are Data Protection implications in the electronic transfer of information and files containing personal information. E-mail is a quick and convenient way to transfer data, but it is governed by the Data Protection Act in exactly the same way as other computer files. Apply the same qualitative judgement to sending information by e-mail as you would do by any other means of communication.

#### **Altering attribution information**

Staff and students must not alter the "From:" line or other attribution-of-origin information in e-mail communications. Anonymous or pseudonymous electronic communications are forbidden. Staff and students must identify themselves honestly and accurately when sending e-mail or otherwise communicating by e-mail.

#### **No expectation of privacy**

The computers and network/internet facilities given to staff and students are to assist them in performance of their work. Staff and students should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to the organisation and is there for business purposes.

#### **No privacy in communications**

You should never consider your electronic communications to be either private or secure. E-mail may be stored indefinitely on any number of computers, including that of the recipient. Copies of your messages may be forwarded to others either electronically or on paper. In addition, e-mail sent to non-existent or incorrect usernames may be delivered to persons that you never intended.

#### **Expectation of a reply**

E-mail is a speedy means of communication and there is an expectation by the sender of a prompt reply – far quicker than by conventional mail. You probably have the same expectation yourself. Try to respond within a few hours rather than days, even if it is a holding acknowledgement awaiting a fuller reply.

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#### **Monitoring of computer usage**

St Michael's College have the right to monitor any and all aspects of its computer system, including, but not limited to, monitoring sites visited by staff and students on the Internet, reviewing material downloaded or uploaded by staff and students to the Internet, and reviewing e-mail sent and received by staff and students.

#### **Prohibited activities**

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory or otherwise unlawful or inappropriate must not be sent by e-mail or other form of electronic communication (bulletin board systems, newsgroups, chat groups), downloaded from the Internet, or displayed on or stored on the organisation's computers. Staff and students encountering or receiving this kind of material should immediately report the incident to the Principal or the General Manager.

#### **Our connections to the Internet**

To ensure security and avoid the spread of viruses, staff and students accessing the Internet through a computer attached to the network must do so through the system installed by St. Michael's College which uses our approved Internet firewall and virus scanning software. This is there for the protection of the network against viruses and unauthorised hacking. Accessing the Internet directly by modem is strictly prohibited unless the computer you are using is not connected to the network at the time (e.g. a portable computer in use outside the office).

#### **Virus detection**

Files obtained from outside sources (including disks brought from home), files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors, all may contain dangerous computer viruses that could damage the organisation's computer network. Staff and students must never use disks from non-company sources without first scanning the material with ICT department-approved virus checking software. If you suspect that a virus has been introduced onto the network, notify the General Manager immediately.

Any files downloaded when working off-line (e.g. onto a laptop away from St. Michael's College) must be virus checked before the device is connected to the network.

#### **Use of encryption software**

Staff and students must not install or use encryption software on any computer.

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## **The World Wide Web**

The Web can be a valuable source of information and research, but there are certain guidelines and policies that have to be followed.

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### **Disclaimer of liability for use of Internet**

St. Michael's College is not responsible for material viewed or downloaded by staff and students from the Internet. The Internet is a worldwide network of computers that contains millions of pages of information. Staff and students are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content.

Staff and students accessing the Internet do so at their own risk.

### **Accessing inappropriate Internet sites**

Whilst at St. Michael's College, staff and students have a duty to conduct themselves in a manner that is appropriate to the culture, aims and objectives of the College. Deliberate accessing of offensive, pornographic or other inappropriate web-sites for personal gratification using the organisation's equipment and internet address is not in keeping with the nature of St. Michael's College.

Visiting such web-sites leaves a trail that the site owners can trace back to the organisation and the resulting publicity could be highly embarrassing for the College and the Church. Such activities are likely to be considered as gross misconduct.

There are occasions when some staff and students may, in the course of their work, require to access otherwise undesirable web-sites. In such cases the member of staff or student involved must clear this in advance with the Principal, who will in turn liaise with the General Manager.

### **Blocking any inappropriate Internet site**

The college may use software to identify inappropriate or sexually explicit Internet sites. Such sites will be blocked from access by staff and students. However, you may, nonetheless, encounter inappropriate or sexually explicit material while browsing on the Internet. If you do, immediately disconnect from the site and report the matter to the Principal or the General Manager.

### **Games and entertainment software**

Staff and students must not use the Internet connection to download games or other entertainment software, including screen savers, or to play games over the Internet.

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#### **Illegal copying**

Staff and students must not illegally copy material protected under copyright law or make that material available to others for copying.

**You are responsible for complying with copyright law and applicable licences that may apply to software, files, graphics, documents, messages, and other material you wish to download or copy.**

You must not agree to a licence, or download any material for which a registration fee is charged.

#### **Amendments and revisions**

This policy may be amended or revised from time to time as the need arises. Staff and students will be provided with copies of all amendments and revisions.

Violations of this policy will be taken seriously and may result in disciplinary action, including disconnection from the e-mail and/or the Internet system and, in serious or repeated cases, possible termination of employment.

**September 2007**