

## Introduction

Virtue Technologies is committed to providing a reliable and safe internet service that meets the ongoing needs of schools to provide a safe environment for their students. Our services are fully aligned to the Internet Watch Foundation (IWF) guidelines and our service partners (Talk Talk Business, Virgin Media, Sophos and Impero) are full IWF members as recommended by the UK Safer Internet Centre and the Department for Education.

## Filtering

In line with the Internet Watch Foundation, our Internet service is designed to ensure that our customers are safe from terrorist and extremist material when accessing the internet in school, including by establishing appropriate levels of filtering. Our filtering solution is based on the Sophos Security Gateway and provides a robust Internet filter with automated updates to inappropriate sites, including the IWF blocked sites list.

### Illegal online content

We ensure that access to illegal content is blocked in line with:

- the IWF block list
- block access to illegal Child Abuse Images and Content (CAIC) and
- the police assessed list of unlawful terrorist content, produced on behalf of the Home Office.

### Inappropriate Online Content

We recognise that no filter can guarantee to be 100% effective and we continually work with both our customer schools and industry partners to provide the safest environment possible for our customers.

In addition to the illegally blocked content, we also block content related to:

- Discrimination
- Drugs and Substance abuse
- Malware and hacking
- Pornography
- Piracy and copyright theft
- Self-Harm
- Violence

Our filtering solution, powered by the Sophos Security Gateway, provides the following features:

- Age appropriate, differentiated filtering: Our filtering solution includes the ability to vary filtering strength appropriate to age and role, e.g. teachers and students are frequently configured to use a different filter.
- Control: Our solution has the ability and ease of use that allows schools to control the filter themselves to permit or deny access to specific content.
- Filtering Policy: We publishes our rationale that details our approach to filtering with classification and categorisation, as well as what is blocked.
- Identification: Our solution is integrated into the School's Active Directory and has the ability to identify users by their network username.
- Mobile and App content: Our solution isn't limited to filtering web traffic and includes the blocking of inappropriate content via mobile and app technologies
- Network level: Filtering is applied at 'network level' and is not reliant on any software on user devices
- Reporting: Our solution has the ability to report inappropriate content for access or blocking
- Reports: Our solution offers clear historical information on the websites visited by users

## Monitoring

Virtue Technologies provides full reporting and logfiles that contains information relating to each internet website that is visited (including where sites are blocked) through the installed Sophos Security Gateway. In addition to the logging the date, time and user details, these reports also contain other information, such as search term usage against individuals. Logs are stored locally on the Sophos SG and are retained for at least 6 months.

Internet usage reports are issued to the school's nominated contact on a weekly basis, by eMail. These reports contain information that will help the school understand how their internet service is being used, such as:

- which users use the internet the most
- attempts to access blocked websites
- requests that try to override the content filter
- top websites being accessed
- performance of the internet circuit

Should an item on the report warrant further investigation, additional reports can be created to gather information on a specific aspect of the service, for example, an individual user's activity or who has accessed a specific website.

## Training & Support

To further provide our customers with a safe solution, our Internet, filtering and monitoring solutions are only installed and managed by engineers with a high level of training and certification with Sophos. As a minimum, our Engineers attain the qualification of Sophos Certified Engineers.

We provide training to enable customers to make changes to their own Internet filtering. However, customer access to the solution does not allow them to open sites blocked on the basis of being illegal. This training is completed when we initially install the solution on site and is backed up by regular (free) training events to maintain our customer's skills.

To help our customers with complex filtering changes, or where the customers does not have the confidence to make changes themselves, our Support Team are on hand to provide assistance and unblock sites for them.

## Safeguarding the Internal Network

Our Internet solution is focused on safeguarding our customers and their students on the Internet. Activity within the school may not be identified by our Internet filters or monitors. Many schools use additional products to provide additional safeguarding within the school. We recommend the Impero suite of products for this, which are also fully compliant with the UK Safer Internet Centre.

## Further Details

For further details on recommended filtering and monitoring, please see the [UK Safer Internet Centre](#). Additional details of the Sophos UTM's Compliance can also be found on the UK Safer Internet Centre [website](#).

For further details on our compliant Internet and Hosting Solutions, please contact: Virtue Technologies Limited, Chadwick House, Maple View, White Moss Business Park, Skelmersdale. WN8 9TD. 01695 731233.