ICT Acceptable Use Policy

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Multi-Academy Trust

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Statement of intent

Whilst our school promotes the use of technology and understands the positive effects it can have on enhancing pupils' learning and community engagement, we must also ensure that technology is used appropriately. Any misuse of technology will not be taken lightly and will be reported to the head teacher in order for any necessary further action to be taken.

This acceptable use policy is designed to outline staff responsibilities when using technology, whether this is via personal devices or school devices, or on/off the school premises, and applies to all staff, volunteers, contractors and visitors.

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Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

Review date: _____

1. Introduction

1.1. This policy applies to all employees, volunteers, supply staff and contractors using school ICT facilities.

1.2. The school acceptable use policy is divided into the following three sections.

- General policy and code of practice
- Internet policy and code of practice
- Email policy and code of practice

1.3. This policy should be read in conjunction with the school's Data Protection Policy, Privacy Notice and Records Management Policy.

2. General policy and code of practice

2.1. The school has well-developed and advanced ICT systems, which it intends for you to benefit from.

2.2. This policy sets out the rules that you must comply with to ensure that the system works effectively for everyone.

Privacy

2.3. The GDPR and Data Protection Act 2018 require all personal and special category data to be processed with the utmost credibility, integrity and accuracy. This applies to all data the school stores on its network regarding staff, pupils and other natural persons it deals with whilst carrying out its functions.

2.4. The school will only process data in line with its lawful basis to uphold the rights of both pupils and staff and other third parties.

2.5. In order to protect pupils' safety and wellbeing, and to protect the school from any third party claims or legal action against it, the school may view any data, information or material on the school's ICT systems (whether contained in an email, on the network, notebooks or laptops) and in certain circumstances, disclose that data, information or material to third parties, such as the police or social services. The school's Privacy Notice details the lawful basis under which the school is lawfully allowed to do so.

Code of practice

The school's philosophy	In using ICT, you will follow the school's ethos and consider the work and feelings of others. You must not use the system in a way that might cause annoyance or loss of service to other users.

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Times of access	The network is available during term time. Out of term time the network will be subject to maintenance downtime and so may not be available for brief periods.
User ID and password and logging on	You will be given your own user ID and password. You must keep these private and not tell or show anyone what they are. Your password must be a mix of the following: • A mixture of lower case and capital letters • At least one numbers • At least one symbol If you forget or accidentally disclose your password to anyone else, you must report it immediately to a member of the ICT support staff. You must not use another person's account or allow another person to use your account. The facilities are allocated to you on a personal basis and you are responsible for the use of the machine when you are logged on. The school's system records and senior ICT staff monitor your use of the system. Use of the school's facilities by a third party using your user name or password will be attributable to you, and you will be held accountable for the misuse. You should not log on to more than one computer at the same time.
Printing	The school may wish to check that expensive resources are being used efficiently and the member of staff may suggest other strategies to you to save on resources. Printing should not be collected by pupils or visitors.
Logging off	You must log off from the computer you are using at the end of each of your sessions and wait for the standard login screen to reappear before leaving. This signals to the system that you are no longer using the service; it ensures security and frees up resources for others to use.
Access to information not normally available	You must not use the system or the internet to find or use facilities or flaws in the system that might give access to information or areas of the network not normally available.

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	You must not attempt to install software to explore or harm the system. Use of hacking tools, e.g. 'loggers', 'sniffers' or 'evidence elimination software', is expressly forbidden.
Connections to the system	You must not connect any hardware which may be detrimental to the school's network.
Connections to the computer	You should use the keyboard, mouse and any headphones provided. You must not adjust or alter any settings or switches without first obtaining the written permission of a member of the ICT staff. You must never attempt to use any of the connectors on the back of any desktop computer. You may use USB memory sticks, or other portable storage media where a port is provided on the front of the computers. You are not permitted to connect anything else to the computer without first getting the permission of a member of the ICT staff.
Virus	If you suspect that your computer has a virus, you must report it to a member of the ICT staff immediately.
Installation of software, files or media	You must not install or attempt to install software of any kind to network drives or local hard drives of networked desktop computers. You must not alter or re-configure software on any part of the school's system.
File space	You must manage your own file space by deleting old data rigorously and by deleting emails that you no longer require. If you believe that you have a real need for additional space, please discuss this with a senior member of the ICT support staff.
Transferring files	You may transfer files to and from your network home directories using removable devices. When transferring files to and from your network home directories, you must not import or export any material unless the owner of that material expressly permits you to do so. You may use Share Point or One Drive to transfer files.
Reporting faults and malfunctions	You must report any faults or malfunctions in writing to the ICT support staff, including full details and all error messages, as soon as possible.

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Food and drink	You must not eat or drink, or bring food or drink, including sweets and chewing gum, into the ICT rooms. You must always maintain a clean and quiet working environment.
Copying and plagiarising	You must not plagiarise or copy any material which does not belong to you.
Copies of important work	It is your responsibility to keep paper copies and back-up copies, e.g. on a CD or memory stick, of your work, and you must keep copies of any important work that you might have. Any data containing personal and special category data must not be stored on unencrypted media, and paper back-ups must be stored in a secure lockable location.
Share Point	Logins must not be shared and passwords should be updated annually. If you wish to file share with only certain staff, a new shared drive must be created between yourselves. All other files can be shared on the staff drive. If these are downloaded on to your computer for editing, they must be uploaded again once updated, and then deleted from the computer. You must only access from a school device. Any documents regarding safeguarding incidents must not be uploaded to SharePoint. CPOMS must be used instead. You may use your part of the drive to transfer files, back up your USB and store emails that need to be kept etc.
Pupil Data	Where possible, pupil data (pupil passports, assessment, reports etc) should not be transferred between school and home. If this is necessary, it should be placed on the SharePoint or Teams to allow home access. It may be shared with parental consent via email to parents or external agencies (Educational Psychologist etc)

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3. Internet policy and code of practice

3.1. The school can provide access to the internet from desktop PCs via the computer network and through a variety of electronic devices connected wirelessly to the network.

3.2. Whenever accessing the internet using the school's or personal equipment you must observe the code of practice below.

3.3. This policy and code of practice is designed to reduce and control the risk of offences being committed, liabilities being incurred, staff or other pupils being offended and the school's facilities and information being damaged.

3.4. Any breach of this policy and the code of practice will be treated extremely seriously, and it may result in disciplinary or legal action or expulsion.

3.5. The school may take steps, including legal action where appropriate, to recover from an individual any expenses or liabilities the school incurs because of the breach of this policy and code of practice.

Why is internet access available?

3.6. The internet is a large and very useful source of information. Numerous websites and services, both official and unofficial, provide information or links to information which would be useful for educational purposes.

Why is a code of practice necessary?

There are four main issues:

- Although the internet is often described as 'free', there is a significant cost to the school for using it. This cost includes telephone line charges, subscription costs (which may depend on how much a service is used) and the computer hardware and software needed to support internet access.
- Although there is much useful information on the internet, there is a great deal more material which is misleading or irrelevant. Using the internet effectively requires training and self-discipline. Training is available on request from ICT staff.
- Unfortunately, the internet carries a great deal of unsuitable and offensive material. It is important for legal reasons, reasons of principle, and to protect the staff and pupils who access the internet, that it is properly managed. Accessing certain websites and services, and viewing, copying or changing certain material, could amount to a criminal offence and give rise to legal liabilities.
- There is a danger of importing viruses on to the school's network, or passing viruses to a third party, via material downloaded from or received via the internet, or brought into the school on disks or other storage media.

Code of practice

Use of the internet	The Internet should not normally be used for private or leisure purposes; it is provided primarily for education or business use. You may use the internet for other purposes provided that: • Such use is occasional and reasonable; • Such use does not interfere in any way with your duties; and • You always follow the code of practice.

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Inappropriate material	You must not use the internet to access any newsgroups, links, list-servers, web pages or other areas of cyberspace that could be offensive because of pornographic, indecent, racist, violent, illegal, illicit, or other inappropriate content. "Inappropriate" in this context includes material which is unsuitable for viewing by pupils. You are responsible for rejecting any links to such material which may appear inadvertently during research. If you encounter any material which could be regarded as offensive you must leave that website or service immediately and not make any copy of that material. If you encounter any difficulty in leaving a website or service, you must inform the ICT support staff immediately.
Misuse, abuse and access restrictions	You must not misuse or abuse any website or service or attempt to bypass any access controls or restrictions on any website or service.
Monitoring	The internet access system used by the school maintains a record of key tracking by which the use of inappropriate language, offensive terms or potential threats (e.g. racism, terrorism, swearing, sexual content) is flagged. This will identify who used the facilities and the use made of them. This information will be analysed and retained, and it may be used in disciplinary and legal proceedings.
Giving out information	You must not give out any information concerning the school, its pupils or parents, or any member of staff when accessing any website or service. This prohibition covers the giving of names of any of these people – the only exception being the use of the school's name and your name when accessing a service which the school subscribes to.
Personal safety	You should take care who you correspond with. You should not disclose where you are or arrange meetings with strangers you have contacted over the internet.
Hardware and software	You must not make any changes to any of the school's hardware or software. This prohibition also covers changes to any of the browser settings. The settings put in place by the school are an important part of the school security arrangements and making any changes, however innocuous they might seem, could allow hackers and computer viruses to access or damage the school's systems.
Copyright	You should assume that all material on the internet is protected by copyright and must be treated appropriately and in accordance with the owner's rights. You must not copy, download or plagiarise material on the internet unless the owner of the website expressly permits you to do so.

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Social media	When using social media, whether personal or school account, anything posted or shared must not put the school into disrepute. Anything inappropriate, indecent or discriminatory posted by another individual on your social media account should be removed.

4. Email policy and code of practice

4.1. The school's computer system enables members of the school to communicate by email with any individual or organisation with email facilities throughout the world.

4.2. For the reason outlined above, it is essential that a written policy and code of practice exists, which sets out the rules and principles for use of email by all.

4.3. Any breach of this policy and code of practice will be treated seriously and it may result in disciplinary or legal action or expulsion.

4.4. The school may take steps, including legal action where appropriate, to recover from an individual any expenses or liabilities the school incurs because of the breach of this policy and code of practice.

Code of practice

Purpose	You should only use the school's email system for work related emails. You must not use your personal account for anything work related.
Trust's disclaimer	The school's email disclaimer is automatically attached to all outgoing emails and you must not cancel or disapply it.
Signature	You must display a signature at the end of each email stating your name, job title, school name, school address and school phone number.
Monitoring	The head teacher, senior staff and technical staff are entitled to have read-only access to your emails.
Security and encryption	As with anything else sent over the internet, emails are not completely secure. There is no proof of receipt, emails can be 'lost', they can suffer from computer failure and a determined 'hacker' could intercept, read and possibly alter the contents. As with other methods of written communication, you must make a judgment about the potential damage if the communication is lost or intercepted. Never send bank account information, including passwords, by email. An email that contains personal information (names, date of birth, address etc) should be sent encrypted. You may also send it so that the recipient cannot forward it on to anyone else.

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Program files and non-business documents	You must not introduce program files or non-business documents from external sources on to the school's network. This might happen by opening an email attachment or by downloading a file from a website. Although virus detection software is installed, it can never be guaranteed 100 percent successful, so introducing nonessential software is an unacceptable risk for the school. If you have any reason for suspecting that a virus may have entered the school's system, you must contact the ICT support staff immediately.
Quality	Emails constitute records of the school and are subject to the same rules, care and checks as other written communications sent by the school. Emails will be checked under the same scrutiny as other written communications. Staff members should consider the following when sending emails: • Whether it is appropriate for material to be sent to third parties • The emails sent and received may have to be disclosed in legal proceedings • The emails sent and received maybe have to be disclosed as part of fulfilling a subject access request (SAR). • Whether any authorisation is required before sending • Printed copies of emails should be retained in the same way as other written correspondence, e.g. letters. • The confidentiality between sender and recipient • Transmitting the work of other people, without their permission, may infringe copyright laws. • The sending and storing messages or attachments containing statements which could be construed as abusive, libelous, harassment may result in disciplinary or legal action being taken. • Sending or storing messages or attachments containing statements which could be construed as improper, abusive, harassing the recipient, libelous, malicious, threatening or contravening discrimination legislation or detrimental to the reputation of the school is a disciplinary offence and may also be a legal offence.
Inappropriate emails or attachments	You must not use email to access or send offensive material, chain messages or list-servers or for the purposes of bullying or plagiarising work. You must not send personal or inappropriate information by email about yourself, other members of staff, pupils or other members of the school community. If you receive any inappropriate emails or attachments you must report them to technical staff.

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Viruses	If you suspect that an email has a virus attached to it, you must inform the technical staff immediately.
Spam	You must not send spam (sending the same message to multiple email addresses) without the permission of senior staff.
Storage	Old emails may be deleted from the school's server after 12 months. You are advised to regularly delete material you no longer require and to archive material that you wish to keep. You must also delete from your sent box and then empty your deleted emails.
Message size	Staff are limited to sending messages with attachments which are up to 2Mb in size. If you wish to distribute files within the school, you can do so by using Share Point or Teams
Confidential Emails	You must ensure that confidential emails are always suitably protected. If working at home or remotely, you should be aware of the potential for an unauthorised third party to be privy to the content of the email. Confidential emails should be deleted when no longer required. They should then be deleted from the deleted folder.

5. Email policy – advice to staff

5.1. Staff should remind themselves of the ICT Acceptable Use Policy which relates to the monitoring, security and quality of emails. In addition, staff should be guided by the following good practice:

- Staff should check their emails daily and respond, as appropriate, within a reasonable period if the email is directly addressed to them.
- Staff should avoid spam, as outlined in this policy.
- Staff should avoid using the email system as a message board and thus avoid sending trivial global messages.
- Whilst accepting the convenience of the staff distribution list, staff should try to restrict its use to important or urgent matters.
- Staff should send emails to the minimum number of recipients.
- Staff are advised to create their own distribution lists, as convenient and appropriate.
- Staff should always include a subject line.
- Staff are advised to keep old emails for the minimum time necessary.

6. Further guidelines

- Remember – emails remain a written record and can be forwarded to others or printed for formal use.
- As a rule of thumb, staff should be well advised to only write what they would say face to face and should avoid the temptation to respond to an

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incident or message by email in an uncharacteristic and potentially aggressive fashion.

- Remember, “tone” can be misinterpreted on the printed page and, once sent, could end up in the public domain forever. Email lacks the other cues and clues that convey the sense in which what you say is to be taken, and you can easily convey the wrong impression.
- Remember that sending emails from your school account is similar to sending a letter on school letterhead, so do not include anything that might bring discredit or embarrassment to yourself or the school.
- Linked with this and given the popularity and simplicity for recording both visual and audio material, staff are advised to remember the possibility of being recorded in all that they say or do.

For further information or to clarify any of the points raised in this policy please speak to the Data Protection Officer.

Please sign below to confirm you have read and understood the school ICT Acceptable Use Policy:

Signed on behalf of school: _____

Date: _____

Signed by employee/volunteer/contractor/supplier: _____

Print name: _____

Date: _____

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