Internet and E-Mail Policy User's Guide

Version 2.2

Camden *supporting partnership in mental health* ISLINGTON

Introduction

Health and Social Care requires a great deal of communication and in the modern NHS we count the Internet and Email as two of our most important communication tools.

This guide gives the standards that we should all follow when using the Internet or Email tools and complies with the Internet and Email Policy. It has been written so that staff are clear about the standards the Care Trust and all its employees are required to follow. If you wish to read the Internet and Email Policy in full, it is available on the Care Trust Intranet or by request to the Information Governance Manager.

When we use the term "Internet" we mean computers that access the Internet, any web pages or programs that are part of the Internet or any communications between people or computers over the Internet.

When we use the term "Email" we mean any letters, documents or files that are transferred by computers within the Care Trust or over the Internet.

It is important that you read and understand this guide. If you are not sure about any part of it, you should ask your manager, the Care Trust's Information Governance Manager or refer to the Care Trust's Internet and Email Policy.

These standards also apply if use the Care Trust Internet and Email at home.

Getting an Account

When we give you an account with our computer networks you will get a password and an email address. This account, password and email address is for your use only. You will get this account once you and your manager must have signed a declaration and any other forms required by IT.

When you get your account **do not**:

- ❑ Tell anyone your password, unless told to do so by your manager
- ❑ Send emails on behalf of someone else unless for business reasons
- ❑ Allow other people to look at the Internet from your account

Using your Account for Business Reasons

Your account has been given to you for business use. It is impossible to make standards for all the ways in which the Internet or Email could be used. Instead guidance questions are given for you to use when considering if your usage is acceptable or not. We will also use these questions to consider if your usage as acceptable or not. Remember to use these questions as though you were thinking like any sensible member of the public.

Question 1 - Business Usage
"Am I using the Internet or writing this email in pursuance of my duties as a Care Trust employee?"

-   You should be using the Internet or Email so that the answer is **YES**

Question 2 - Business Usage
"If a reasonable member of the public, knowledgeable about my duties and responsibilities, conscious of their public tax monies being spent and having expectations of a professional NHS, were to be watching over my shoulder would they object or question my accessing the Internet or writing of this email?"

-   You should be using the Internet or Email so that the answer is **NO**

Question 3 - Business Usage

"If a reasonable member of the public were to review my writings or actions on the Internet or Email, out of the context of which they were written or performed, would they be able to reasonably assume that I was acting or writing in a professional way and am a member of a respectable and professional organisation?"

- You should be using the Internet or Email so that the answer is **YES**

If you have any concerns about these questions you should ask your manager, the Information Governance Manager or refer to the Internet and Email Policy for clarification. Your manager will judge your usage against these questions and where you disagree you may ask their manager to provide a judgement.

Using your Account for Personal Usage

When you get your account you do not automatically have permission to use it for personal reasons. Your manager will give this permission to you, and will most likely give it to you only for when you have your break periods. You and your manager must have a signed agreement allowing you to have personal use of the Internet and/or Email.

When using the Internet and Email for personal use you must still use it in a way that is acceptable with the Care Trust. It would be impossible to make standards for all the different ways in which the Internet or Email could be used. Instead we have given the following guidance questions, to be used like the ones above, for you to see if your personal usage is acceptable or not. The questions below replace the questions above when you use the Internet or Email for personal use.

Question 1- Personal Usage

"If my activities using the Care Trust's Internet and/or Email were being observed by a reasonable member of the public, who is conscious of and respects human nature and expects reasonable self-discipline, professionalism of NHS and Care Trust staff and value of tax monies, would they have cause to question or disagree with my activities or writings?"

- You should be using the Internet or Email so that the answer is **NO**

Question 2 – Personal Usage

"If my activities, both in light of content and time spent, on the Care Trust's Internet or Email were to be reviewed outside of the context of the situation, but within context of this privilege, would the Care Trust's resources, reputation and professionalism, business and interest and/or staff (including myself) be at risk?"

- You should be using the Internet or Email so that the answer is **NO**

If you have any worries about these questions you should ask your manager, the Information Governance Manager or look to the Internet and Email Policy. Like the business usage questions above, your manager will judge your usage against these questions and where you disagree you may ask their manager to provide a judgement.

Using the Internet Cafés

If you work in a Care Trust site that has an Internet Café available for staff use, you may use the Café during your break periods without needing permission from your manager. All the same standards and guidance found in this document apply however.

Things that are automatically considered inappropriate usage of the Internet or Email

We see the following list of materials or actions as automatic mis-usage of the Internet or Email. Unless you have a clear agreement between yourself and your manager for you to act this way or see/have these materials you may be dismissed or disciplined if you act in this way or see/keep these materials on purpose. You and your manager must have a signed

agreement if you have a business reasons to do these things or see/have these materials, and it must be giving to your IT department and the Director responsible for your service or department.

We automatically consider the following not right for creating, capturing, downloading, transferring, processing or storing, or otherwise engaging in activities using our Internet or Email tools:

Things that are:
❑ Pornographic or sexual
❑ Offensive, derogatory, slanderous
❑ Illegal, unlawful, malicious or mischievous

Activities that are:
❑ Illegal or unlawful, or the organization of those activities
❑ Political or commercial, or organization of those activities
❑ Against copyright or trademark laws
❑ Playing electronic games over the network or Internet
❑ Changing or avoiding our network security or software
❑ Spreading computer viruses and the like on purpose

Using the Internet

The Internet is a useful tool for collecting and providing information. These standards are required when using the Internet:

❑ You can use the Internet for personal reasons only if your manager has given you permission to do so and your activities are acceptable to these standards and guidance.

❑ Do not attempt to access sites that would be banned by this guidance or the Internet and Email Policy. If you come across such sites accidentally you should report it to your IT helpdesk immediately.

❑ Downloading software (including screensavers and media players) from the Internet without written permission from the IT services and your manager is not allowed.

❑ You must not provide your Care Trust email, address or phone numbers for signing up to non-work related products or services.

Using Email

Emails are considered official communications of the Care Trust. Therefore when using email for business or personal reasons you must write in a manner acceptable for an employee of the Care Trust and express opinions fitting to an employee of the Care Trust. You should be aware of and act accordingly to the following:

❑ You are responsible for any email sent from your email address. You must not send anything that is against the guidance found here or the Internet and Email Policy, breaks the law or could be seen as slanderous, derogatory or harassing. The only time when you are not responsible is when someone has permission to answer your email while you are away.

❑ You may only speak on behalf of the Care Trust if you have been given the authority to do so.

❑ If you receive any email that would go against our Internet and Email Policy, breaks the law or is slanderous, derogatory or harassment you should inform your manager.

- You should always be aware that privacy is never guaranteed as Emails may be able to become public documents through the Freedom of Information Act 2000 and Data Protection Act 1998. When there is a need for absolute privacy, we recommend using the postal service instead.
- Only use Email for personal use when your manager has given this permission to you.

- Do not send "chain letters" or mass/global mailings from your email address. If you wish to send out a global email please contact the Communications Department.

- You can use Internet Email (such as Hotmail or Yahoo) if your manager has given you permission to use the Internet for personal use. However you must never use the Internet Email for Care Trust business.

- We automatically attach an email disclaimer to the emails that are sent from our systems. You must not alter or delete this disclaimer when sending email.

- Limit the size of the files you attachment to your emails unless there is a clear business need for the attachments.

- When using email for Care Trust business you must take reasonable steps to identify yourself as our employee and provide your business contact details. This also includes communications that are not email related, such as newsrooms & chat groups that you may participate in for Care Trust business. You identification should include;

  - Your last name, first initial or name, and business title
  - Identify that you are an employee of the Care Trust
  - Identify the unit, team or department of the Care Trust you work in
  - Where appropriate, provide your contact information

  A sample of this identification could look like:

  Joe Blogs
  Email Policy Writer
  Camden and Islington Mental Health and Social Care Trust
  Room 1, 1st Floor, Green Building,
  Monarch Hospital
  1 Neverland Road
  London, NW1 0PE

  Phone: 020 1234 5678
  Fax: 020 1234 9876
  Email: Joe.Blogs@candi.nhs.uk

Printing

The Care Trust supplies paper for business use. The Care Trust will allow limited personal printing but would prefer that you supplied the paper to do so. If you wish to print your personal emails or documents you received from the Internet for personal use you must ask your manager for permission.