

WYMONDHAM TOWN COUNCIL

Computer and Telephone Misuse Policy

Reviewed December 2022

Adopted May 2025

Purpose

This document formalises how ICT and associated equipment should be used by people employed by External Agencies, working for Wymondham Town Council.

2 Scope

Computer equipment, software, data access and services provided by Wymondham Town Council. for use in conducting Council business is supplied on the following terms and conditions as set out below.

3 General

- 3.1 These Conditions of Use may be modified from time to time, in response to changing circumstances of an operational, legislative or technological nature.
- 3.2 Annual checks may be made by Internal Audit staff to ensure compliance with these conditions. Where required to do so you must disclose passwords for this purpose.

4 Ownership

- 4.1 The computer equipment, software, data access and services provided are the property of Wymondham Town Council. The equipment shall be recorded in the inventory of IT equipment and software, which is maintained by Wymondham Town Council. They are provided for the duration of your work with the Authority.
- 4.2 At the end of that period services provided will be terminated and computer equipment and software must be returned to Wymondham Town Council.in full working condition.
- 4.3 If equipment has been lost or damaged whilst on loan, a charge may be made for its replacement or repair.

5 Installation

- 5.1 The equipment, software and services will be prepared for your use by an officer of Wymondham Town Council.
- 5.2 Wymondham Town Council. will be responsible for supplying the equipment and any leads necessary to operate the equipment.

6 Training

- 6.1 It is the responsibility of the Town Clerk to ensure that every member of staff working on Wymondham Town Council systems has been given sufficient training to use the systems.

7 Use Of Computer Equipment, Software And Services

- 7.1 The equipment, software and services are provided for use in respect of Wymondham Town Council. business. In making use of the facilities provided you are required to

comply with Wymondham Town Council. policy and guidelines with respect to the use of Information Communications Technology. These include, but are not limited to:

- 7.1.1 Financial Regulations
- 7.1.2 The Information Security Policy
- 7.1.3 The Internet Code of Practice
- 7.1.4 The Council's Personnel Policies and Procedures

- 7.2 The relevant policies will have been supplied to you, and are available in the Wymondham Town Council files. If you cannot find a policy, ask the Town Clerk.
- 7.3 Private use of the ICT facilities provided is allowable within the guidelines indicated above.
- 7.4 Wymondham Town Council. accepts no liability for any consequences (including financial or other loss) which may arise through private use of the facilities provided. You should also note that the security of private information and data is your responsibility. You are advised that simply deleting files does not permanently remove them from a computer.
- 7.5 Access to the Internet may be provided by Wymondham Town Council. You should be aware that the Internet contains potentially offensive material.
- 7.6 Wymondham Town Council accepts no liability for any offence, injury or consequences that may result from your use of the Internet and its associated facilities. See section 8 for more detail.
- 7.7 You are also reminded of your responsibility of probity (see section 9 below).

8 Legal Implications

- 8.1 Wymondham Town Council. must comply with all UK legislation with respect to the use of ICT. In using Wymondham Town Council. facilities you must do likewise. You may be held personally liable for any breach of current legislation and any future legislation that may be enacted:

8.2 Examples of current legislation include, but are not limited to:

- 8.2.1 Data Protection Act 1998 and 2018
- 8.2.2 General Data Protection Regulations
- 8.2.3 Copyright Designs and Patents Act 1988
- 8.2.4 Computer Misuse Act 1990
- 8.2.5 Obscene Publications Act 1959
- 8.2.6 Freedom of Information Act 2000

- 8.3 It is your responsibility to ensure that your use of any personal information complies with the provisions of the Data Protection legislation.
- 8.4 The transmission of personal information contained within electronic mail or as an attachment to electronic mail is also subject to the provisions of the Data Protection Act.

- 8.5 Personal information must not be sent over the internet without consent.
- 8.6 Printed reports must be disposed of with regard to the sensitivity of the information concerned and all material making reference to personal data must be disposed of in accordance with Wymondham Town Council's policies and procedures.
- 8.7 All recordable media must be returned to Wymondham Town Council. for disposal.
- 8.8 Please also be aware that no unauthorised disclosure of information is permitted and all requests for access to personal data must be referred to the Town Clerk.
- 8.9 The use, or possession, of unlicensed copies or "pirated" versions of software is illegal and is expressly prohibited under the Copyright Designs and Patents Act and Wymondham Town Council. policy.
- 8.10 The use of equipment must be in compliance with all relevant legislation.
- 8.11 For specific guidance, please contact the Town Clerk.

9 Computer Security

- 9.1 The Information Security Policy must be complied with at all times, with the following sub policies being of utmost important to third party staff.
 - 9.1.1 User responsibilities
 - 9.1.2 Password Policy
 - 9.1.3 Removable Media
 - 9.1.4 Security Incident Definition
- 9.2 Fundamental sections of the sub policies state that:
 - 9.2.1 All Passwords should conform to the password policy contained within the Information Security policy.
 - 9.2.2 Information concerning Wymondham Town Council's computer security arrangements and access methodologies must not be divulged to unauthorised persons.
 - 9.2.3 The use of all media must conform to the media policy, and must be checked for viruses before use.
 - 9.2.4 Where a virus is suspected/detected, the matter must be reported to the Town Clerk immediately. Until virus repair is affected, an infected PC must not be used.
 - 9.2.5 Virus repair must be undertaken only by or under the guidance of staff of the Council's approved IT contractor.
 - 9.2.6 Software or programs (including screen savers and wallpaper), must not be downloaded from the Internet or installed from removable media. This includes programs or software available for trial purposes or those that are free of charge.

- 9.2.7 No software can be loaded onto Wymondham Town Council's ICT equipment, except by the Town Clerk.
- 9.2.8 Data stored on portable IT equipment must be backed-up on a regular basis. A network connection will be provided to facilitate this.
- 9.2.9 The data on networked PCs should only be saved to designated areas on the network. Data must not be saved onto any PC.
- 9.2.10 Where information is kept on portable media, such as floppy disks, then such media must be kept securely when not in use.
- 9.2.11 Where stolen equipment and/or software are recovered; or where it is suspected that equipment or software have been tampered with, they must be returned to the Council's approved IT contractor for testing prior to re-use.

10 Risk Management And Insurance

- 10.1 As part of its risk management and risk financing arrangements, the Council maintains insurance on the equipment provided to you, including cover against the perils of theft, accidental damage, malicious damage and fire.
- 10.2 All computer equipment must be secured from theft or unauthorised use as far as is practical.
- 10.3 If you travel with a laptop or other equipment, it should not be left in an unattended vehicle unless there is no other option, in which case it should be secured out of sight in the boot. There is no insurance cover for losses arising from unlocked vehicles, hotel rooms or other unsecured situations. (Council to cover loss) Therefore, you should be especially careful when taking a laptop away from Council offices, as you will be liable for any such loss.
- 10.4 Any loss of, or damage to, the equipment should be reported as soon as possible to the Clerk in the first instance and any criminal damage should be reported to the Police.
- 10.5 Any loss of personal data as the result of loss or theft of equipment shall be reported to the Council's Data Protection Officer.

11 Internet Access and Electronic Mail

- 11.1 Internet access, electronic mail, electronic diaries and associated services may be made available for your use, if required in connection with Council business.
- 11.2 The policy for Acceptable use of the Internet must be adhered to at all times.
- 11.3 If required, email will be provided using the corporate email service. You will be provided with an official Council electronic mail address. You are requested to monitor and manage your electronic mail and calendar on a regular basis, preferably daily.

- 11.4 While the corporate electronic mail system is provided primarily for official business, personal use is permitted provided it complies with the Council's policies and guidelines, and such use does not hamper or conflict with official business.
- 11.5 In accordance with the Telecommunications (lawful business practice) Interception of communications regulations, the Council may lawfully view and monitor all email created, sent, forwarded, received or saved on the corporate email system without prior notice, and reserves the right to do so. You are therefore advised to think carefully before the facilities provided are used to communicate personal or sensitive information. The nature and content of electronic mail should be considered carefully and treated in the same way you would conventional mail.
- 11.6 The Council may also lawfully view and monitor all internet access, and reserves the right to do so.
- 11.7 You are reminded that Council facilities may only be used for lawful purposes. Viewing or transmission of any material which may be regarded as offensive or in violation of any UK law or legislation is not permitted. Such material may include copyright material, material judged to be threatening, pornographic, obscene or sexually explicit and material protected by trade secret. This is not an exhaustive list and may include other material.

12 Probity

- 12.1 All officers and members are reminded that you are bound by the National Code of Local Government Conduct and that the general principles contained within the Code also apply to specific instances, such as the use of the Internet, Intranet or e-mail. You should ensure that your conduct accords with the requirements of the National Code and that of Wymondham Town Council's Code of Conduct. Other people who work in council offices will be expected to act in a manner that complies with these codes.
- 12.2 Any allegations of breach of the Code will be referred to the Clerk for investigation.

13 Support

- 13.1 Any computer equipment or software problems which occur should be reported to the Town Clerk during normal working hours. This will ensure that the problem is tracked and concluded as quickly as possible.
- 13.2 No support will usually be provided outside of normal working hours.
- 13.3 In the event that the equipment suffers a complete hardware malfunction, Wymondham Town Council will be responsible for putting the equipment back to the condition in which it was first supplied. Wymondham Town Council will also reinstate, in so far as is reasonable and possible, information and data secured from the most recent back-up.

14 Consumables

- 14.1 Wymondham Town Council does not provide consumable items such as paper and toner cartridges for printers.

15 Health and Safety

15.1 In the interests of health and safety, you are advised to adhere to the following recommendations for the safe use of personal computer equipment as specified in the Display Screen Equipment regulations

15.2

15.3 If you have any concerns relating to the safe use of your computer equipment, please contact the Health and Safety Officer (The Clerk)

16 Data Use

16.1 Any data that is available to be accessed must only be used for Wymondham Town Council purposes and must not be transferred to any third party or other employers without the explicit agreement of the Clerk.