

## **Scotland Excel**

**To: Executive Sub Committee**

**On: 25 January 2019**

**Report  
by  
Director Scotland Excel**

### **IT Acceptable Use Policy**

#### **1. Introduction**

This report is to make the committee aware of the implementation of an IT Acceptable Use Policy within Scotland Excel. The policy sets out a number of important proactive and preventative measures with regard to employees use of IT equipment.

#### **2. Policy Scope**

Members are aware of the extensive use Scotland Excel makes of information technology to support delivery of its services. Members may also be aware of the increasing importance of the need for proactive and preventative measures to ensure secure use of these resources.

The policy covers a number of areas including; access control, internet and email use, remote working etc.

All Scotland Excel employees will be issued with a copy of the policy and it will become a part of the organisations induction process. A number of additional policies and training programmes are currently in development and will be presented to members in due course.

#### **3. Recommendations**

The committee is asked to note the IT Acceptable Use Policy.





# **Scotland Excel IT Acceptable Use Policy**

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## INTRODUCTION

This Acceptable Usage Policy covers the security and use of all Scotland Excel's information and IT equipment. It also includes the use of email, internet, voice and mobile IT equipment. This policy applies to all Scotland Excel's employees, contractors and agents (hereafter referred to as 'individuals').

This policy applies to all information, in whatever form, relating to Scotland Excel's business activities worldwide, and to all information handled by Scotland Excel relating to other organisations with whom it deals. It also covers all IT and information communications facilities operated by Scotland Excel or on its behalf.

## COMPUTER ACCESS CONTROL – INDIVIDUAL'S RESPONSIBILITY

Access to the Scotland Excel IT systems is controlled by the use of User IDs, passwords and a Multi-factor Authentication (MFA) process. All User IDs and passwords are to be uniquely assigned to named individuals and consequently, individuals are accountable for all actions on the Scotland Excel's IT systems.

### **Individuals must not:**

- Allow anyone else to use their user ID and password on any Scotland Excel IT system.
- Leave their user accounts logged in at an unattended and unlocked computer.
- Use someone else's user ID and password to access Scotland Excel's IT systems.
- Leave their password unprotected (for example writing it down).
- Perform any unauthorised changes to Scotland Excel's IT systems or information.
- Attempt to access data that they are not authorised to use or access.
- Exceed the limits of their authorisation or specific business need to interrogate the system or data.
- Connect any unauthorised device to the Scotland Excel network or IT systems.
- Store Scotland Excel data on any unauthorised device.
- Give or transfer Scotland Excel data or software to any person or organisation outside Scotland Excel without the authority of Scotland Excel.

Line managers must ensure that individuals are given clear direction on the extent and limits of their authority with regard to IT systems and data.

## INTERNET AND EMAIL CONDITIONS OF USE

Use of Scotland Excel internet and email is intended for business use. Personal use is permitted where such use does not affect the individual's business performance, is not detrimental to Scotland Excel in any way, not in breach of any term or condition of employment and does not place the individual or Scotland Excel in breach of statutory or other legal obligations.

All individuals are accountable for their actions on the internet and email systems.

### Individuals must not:

- Use the internet or email for the purposes of harassment or abuse.
- Use profanity, obscenities, or derogatory remarks in communications.
- Access, download, send or receive any data (including images), which Scotland Excel considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.
- Use the internet or email to make personal gains or conduct a personal business.
- Use the internet or email to gamble.
- Use the email systems in a way that could affect its reliability or effectiveness, for example distributing chain letters or spam.
- Place any information on the Internet that relates to Scotland Excel, alter any information about it, or express any opinion about Scotland Excel, unless they are specifically authorised to do this.
- Send unprotected sensitive or confidential information externally.
- Forward Scotland Excel mail to personal non-Scotland Excel email accounts (for example a personal Hotmail account).
- Make official commitments through the internet or email on behalf of Scotland Excel unless authorised to do so.
- Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.
- In any way infringe any copyright, database rights, trademarks or other intellectual property.
- Download any software from the internet without prior approval of the IT Department.
- Connect Scotland Excel devices to the internet using non-standard connections.

## CLEAR DESK AND CLEAR SCREEN

In order to reduce the risk of unauthorised access or loss of information, Scotland Excel enforces a clear desk and screen ethos as follows:

- Personal or confidential business information must be protected using security features provided for example secure print on printers.
- Computers must be logged off/locked or protected with a screen locking mechanism controlled by a password when unattended.
- Care must be taken to not leave confidential material on printers or photocopiers.
- All business-related printed matter must be disposed of using confidential waste bins or shredders.

## WORKING OFF-SITE

It is accepted that laptops and mobile devices will be taken off-site. The following controls must be applied:

- Working away from the office must be in line with Scotland Excel remote working procedures.
- Equipment and media taken off-site must not be left unattended in public places (e.g. must not be store in public view in a car.)
- Laptops must be carried as hand luggage when travelling.
- Information should be protected against loss or compromise when working remotely (for example at home or in public places). Laptop encryption must be used.
- Particular care should be taken with the use of mobile devices such as laptops, mobile phones, smartphones and tablets. They must be protected at least by a password or a PIN and, where available, encryption.

## MOBILE STORAGE DEVICES

Mobile devices such as memory sticks, CDs, DVDs and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data. Only Scotland Excel authorised mobile storage devices with encryption enabled must be used, when transferring sensitive or confidential data.

## SOFTWARE

Employees must use only software that is authorised by Scotland Excel on Scotland Excel's computers. Authorised software must be used in accordance with the software supplier's licensing agreements. All software on Scotland Excel computers must be approved and installed by the Scotland Excel IT department.

### **Individuals must not:**

- Store personal files such as music, video, photographs or games on Scotland Excel IT equipment.

## HARDWARE

Employees must ensure reasonable steps are taken to ensure hardware is maintained and stored in a secure manner (to the best of your ability). This includes;

- Ensuring any damage to Scotland Excel IT Hardware is reported to the IT department in a timely manner.
- Changes in hardware ownership are immediately reported to the IT department and the Confirmation section of this document by amended with the changed assets.
- Both physical condition and cleanliness of the hardware is kept to an acceptable standard.

## VIRUSES

The IT department has implemented centralised, automated virus detection and virus software updates within the Scotland Excel. All PCs have antivirus software installed to detect and remove any virus automatically.

### Individuals must not:

- Remove or disable anti-virus software.
- Attempt to remove virus-infected files or clean up an infection, other than by the use of approved Scotland Excel anti-virus software and procedures.

## TELEPHONY EQUIPMENT CONDITIONS OF USE

Use of Scotland Excel voice equipment is intended for business use. Individuals must not use Scotland Excel's voice facilities for sending or receiving private communications on personal matters, except in exceptional circumstances. All non-urgent personal communications should be made at an individual's own expense using alternative means of communications

### Individuals must not:

- Use Scotland Excel's Telephony equipment for conducting private business.
- Make hoax or threatening calls to internal or external destinations.
- Accept reverse charge calls from domestic or International operators, unless it is for business use.

## ACTIONS UPON TERMINATION OF CONTRACT

All Scotland Excel equipment and data, for example laptops and mobile devices including telephones, smartphones, USB memory devices and CDs/DVDs, must be returned to Scotland Excel at termination of contract.

All Scotland Excel data or intellectual property developed or gained during the period of employment remains the property of Scotland Excel and must not be retained beyond termination or reused for any other purpose.

## MONITORING AND FILTERING

All data that is created and stored on Scotland Excel computers is the property of Scotland Excel and there is no official provision for individual data privacy, however wherever possible Scotland Excel will avoid opening personal emails.

IT system logging will take place where appropriate, and investigations will be commenced where reasonable suspicion exists of a breach of this or any other policy. Scotland Excel has the right (under certain conditions) to monitor activity on its systems, including internet and email use, in order to ensure systems security and effective operation, and to protect against misuse.

Any monitoring will be carried out in accordance with audited, controlled internal processes, the UK Data Protection Act 2018, the General Data Protection Regulation (regulation EU 2016/679) ("GDPR"), the Privacy and Electronic Communications (EC Directive) Regulations 2003, the Regulation of Investigatory Powers Act 2000 and the Telecommunications (Lawful Business Practice Interception of Communications) Regulations 2000.

This policy must be read in conjunction with:

- Computer Misuse Act 1990
- Data Protection Act 2018

**It is your responsibility to report suspected breaches of security policy without delay to your line management, the IT department, or the Data Protection Officer.**

## CONFIRMATION

I have read the User Acceptance policy above and will adhere to the guidance outlined in accordance with the policy.

**Employee Name:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Manager's Signature:** \_\_\_\_\_

**Asset(s):**

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