

Internet & Email Appropriate Use Policy

Policy Statement

This policy sets guidelines, outlines responsibilities, and provides clarity around the acceptable and expected use of the company-supplied internet and email addresses. The internet and email are invaluable tools of the organisation and use must be of a high and accepted standard.

General Information

Email and internet is provided to staff to assist Cycling Southland in communicating (internally and externally) via the internet for work-related purposes.

Cycling Southland operates Mail Marshal and Web Marshal software on the Sport Southland server.

Mail Marshal software allows Cycling Southland to manage email traffic by quarantining all incoming and outgoing emails and attachments for clearance; where some may require re-distribution by the Network Administrator/s.

Web Marshal software allows Cycling Southland to review internet usage and restrict access to sites deemed to be inappropriate or unnecessary for work-related purposes.

A reference to a “user” is intended as a reference to any staff member or other person provided with, or having access to, access to email and internet on the Cycling Southland network, including those persons offered guest or visitor privileges.

Adherence to this policy forms part of each staff member’s general obligations.

Management

Usage on the electronic communication facilities (ie internet and email system) will be monitored by a Network Administrator on an on-going basis, and inappropriate use will be brought to the user’s attention.

User passwords and log-on names should be reviewed and updated at regular intervals (recommended quarterly). All user passwords and log-on names must be logged with the General Manager. If the General Manager is not aware of your current password he/she may authorise the Network Administrator to over-ride this and access your computer.

The following reports can be prepared and reviewed as required:

- Total internet bandwidth usage: by user/site/cost
- User internet browsing summaries
- High frequency access/view/download websites
- Internal and external email traffic, by user and file attachment size

When a user is on leave or out of the office for any extended period:

- The automated Out-of-Office Assistant must be activated.
- Their emails must be accessible by another staff member to ensure incoming emails are noted and actioned where necessary.

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Cycling Southland reserves the right to view all email communications received and sent using the organisation's computer software and hardware; and backup tapes will be retained for this purpose.

Cycling Southland General Email Address

Cycling Southland maintains a generic email address for general communications, in the form of office@cyclingsouth.org.nz. This generic address is included on fax cover sheets and other appropriate materials.

Personal Email Addresses

Subject to Cycling Southland's policies and procedures from time to time, each staff member may be allocated a personal email address. The use of a personal email address is a privilege and not an entitlement. Addresses are made up in the following way [first.name@cyclingsouth.org.nz]. Messages sent to an individual email address are received directly by that user.

Internal Email

Do not clog up the system and interrupt users with personal messages or with messages that contain unnecessary graphics.

Do not unnecessarily attach documents to messages when sending to others within our own organisation. Either note in the message where the file can be located on our server or send a link only to the file. This avoids duplication of documents/files on the system.

Give careful thought to the appropriateness of sending group/mass emails. These can potentially clog up our server, cost us money to send/store and take up staff time to read them.

Out-Going Emails

Users must ensure that all outgoing emails meet generally accepted standards.

Information sent by email is subject to the Privacy Act 1993. Do not send emails that may breach this Act or any other New Zealand Law.

Users must take all reasonable precautions when sending attachments with outgoing emails.

All out-going emails will default to the following font: - Verdana; Regular; 10.

All outgoing emails must have a default signature which conforms to Appendix A.

Sending mass emails to external email addresses (ie email addresses that do not end in "@cyclingsouth.org.nz") also uses part of the monthly bandwidth allowance and should be sent with discretion.

Delivery of Email Messages

Not all emails reach their destination. They may be incorrectly addressed, suffer a technical fault or there may be a problem at the recipient's end. Important messages should be sent with a "Delivery Receipt" and/or a "Read Receipt" notification to confirm the message was received and read. Error messages should be forwarded to the Sport Southland Network Administrator.

Attachments

All word processing attachments should be sent in Microsoft Word format, or alternatively in PDF format. Where possible, ensure the recipient is able to read the version to be sent before sending.

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Name the word attachment with a *.doc extension as this will allow easier downloading by the recipient.

For confidentiality and security purposes, where appropriate attachments should be secured by “protecting” the document with a password – in which case the user must retain a record of the password. Alternatively PDF format prevents the end user from changing the document.

Email Records

Hard copies of significant emails should be retained on a physical file. In determining what is or is not “significant”, users should refer back to their annual business plan and internal reporting requirements.

Emails should be deleted regularly, by the user, to avoid clogging up the system. If the Network Administrator finds that an individual is unnecessarily storing large volumes of emails, in either Inbox, Sent or Deleted boxes, these may be removed by the Network Administrator.

Viruses

Email itself does not contain viruses. However, attachments in the form of Executable Programmes in particular and also Word, Excel and PowerPoint files can have viruses. While the network is well protected by virus software, which is updated regularly, it will capture most suspected viruses, if you are at all suspicious then do not open an attachment. Instead, call the Network Supervisor to have the document checked before opening.

Hoax virus warnings or chain letters received by email can cause as much damage as a virus itself. A request to forward on such warnings/letters to as many people as possible, who in turn send it on, eventually creates an avalanche of emails that can “crash” the email server. There is also a significant cost in forwarding such emails. Do not forward these emails. Instead you must send them to the Network Administrator who will verify authenticity or otherwise.

Personal Email Use

The email system is primarily for work-related purposes. Personal sending/receiving of email is discouraged and should be kept to a minimum.

The following are **unacceptable**:

- Emails that are contradictory to Cycling Southland’s stated philosophy/strategic goals or inconsistent with programme/project objectives.
- Defamatory or derogatory remarks made regarding any person or organisation.
- Use as a forum for passing around chain letters, jokes, gossip etc. In particular, no sexist, racist, abusive, offensive, unlawful or similar material. Such correspondence may contravene the Human Rights Act in particular and would be in breach of the Cycling Southland Code of Conduct & Integrity Policy.
- Distributing data, entertainment software or games in violation of copyright law.
- Sending of non work-related attachments, e.g. .avi files (animations), .tif, .bmp, .exe etc. files (graphics). These often contain objectionable material.

Golden Rule: if you wouldn’t send it on official letterhead, then don’t email it.

Internet Use

The organisation's computer network and associated equipment is provided for work-related use.

In some cases - generally where there is a challenge to the integrity of our network from external sources - websites and external email addresses may be identified and barred to prevent users accessing or viewing material.

Personal Internet Use

Personal use of the internet for browsing has the same rules applied to it as with email. Personal use of the internet is discouraged. Any personal use should be kept to a minimum and done outside usual work hours.

The following personal uses are **unacceptable**:

- Access, printing of and/or forwarding of questionable material.
- Downloading large Internet files, i.e. MP3, screen savers, movie files etc. The cost to the organisation for this sort of misuse is high and affects the performance for everyone on the network.
- Engaging in online game activities.
- Use of the organisation's resources for commercial or personal advertising, solicitations, promotions, running destructive programmes or political material, or any other use that is not consistent with the organisation's interests.

Internet use will also be monitored on an on-going basis, as with emails.

Inappropriate use will be brought to the user's attention.

APPENDIX 1

Default Email Signature Template

First & Last Name (VERDANA, BOLD, SIZE 11)

Job Title (VERDANA, 10)



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