



**Triple C**  
(Liverpool)

Christ Church Community Centre  
Sedgemoor Road  
Liverpool  
L11 3BR  
0151 226 2992

## **EMAIL / INTERNET POLICY**

### **PURPOSE**

The purpose of this policy is to ensure that employees of Triple C (Liverpool) understand the way in which Email and the Internet should be used in the Charity. It aims to ensure that email and the Internet is used effectively for its intended purpose without infringing legal requirements or creating unnecessary risk.

### **SCOPE**

All employees of Triple C (Liverpool) are subject to this policy. Failure to comply may lead to disciplinary action, including dismissal. At the same time, your conduct and/or action(s) may be unlawful or illegal and you may be personally liable.

### **USE OF INTERNET**

Triple C (Liverpool) provides Internet access to support its activities and access to this system is granted to employees on this basis. Occasional personal use of the Internet is permitted in your own time but is limited to tasks that cannot be done outside normal working hours. Personal use of the Internet must not detrimentally affect the job responsibilities of other employees, disrupt the system and/or harm Triple C's reputation.

### **USE OF EMAIL**

Care should be taken when using email because email messages are perceived to be less formal than paper-based communication and there is a tendency to be lax about their content. Bear in mind that all expressions of fact, intention and opinion via email can be held against you and/or Triple C (Liverpool) in the same way as verbal and written expressions.

All employees are encouraged to take care when accessing email Internet sites (e.g. Hotmail, Yahoo mail etc.) take precautions to avoid the spread of viruses

### **CONFIDENTIALITY OF EMAILS**

All information relating to Triple C is confidential. You are expected to treat electronic information with the same care as you would paper-based information, which is confidential. Keep all such information secure, use it only for the purpose(s) intended and do not disclose the same to any unauthorised third party.

Always keep passwords safe. Your Supervisor should have a record of your password. You should not disclose it to anyone else.

If a document is highly confidential or sensitive in nature, you should store it in a private directory. Do not forward, send or in any way disseminate such information that may compromise Triple C.

Maintain confidentiality by not forwarding or sharing any client information that would violate the Data Protection Act or industry guidelines.

Return any message received that was intended for another recipient. Delete any copies of misdirected messages. An incorrectly addressed message should only be forwarded to the intended recipient if the identity of that recipient is known and certain.

Verify the recipients of the email are approved to receive the information contained in the email, to avoid a breach of confidence.



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## **INAPPROPRIATE USE OF EMAILS AND THE INTERNET**

Exercise due care when writing an email to avoid being rude or unnecessarily terse and ensure that your message meets the standards of professionalism Triple C (Liverpool) expects of your position. Do not make any statements on your own behalf or on behalf of the Charity, which do or may defame libel or damage the reputation of any person. You should not engage in any activity that is illegal, distasteful or likely to have negative repercussions for the Charity. You must not upload, download, use, retain, distribute or disseminate any images, text, materials or software which:

- Are or might be considered to be indecent, obscene, pornographic or illegal
- Are or might be offensive or abusive in that its context is or could be considered to be a personal attack, rude or personally critical, sexist, racist, or generally distasteful
- Encourage or promote activities, which make unproductive use of Triple C (Liverpool) time
- Involve activities outside of the scope of your responsibilities – for example, unauthorised selling/advertising of goods and services
- Might be defamatory or incur liability on the part of the Charity or adversely impact on the image of the Charity.
- Would be a breach of copyright or license provision with respect to both programs and data you cannot or are not prepared to account for.

The following activities are expressly forbidden:

- The introduction of any form of computer virus
- Forgery or attempts to read other users' mail without their express permission

All email messages that have been deleted from the system can be traced and retrieved. Therefore, all persons having a part in creating or forwarding any offending email can be identified. Emails, both in hard copy and electronic form, are admissible in a court of law.

## **MONITORING**

All Charity resources, including computers, email and voicemail, Internet are provided solely for charitable purposes. At any time and without prior notice, the Charity maintains the right and ability to examine any systems and inspect and review any and all data recorded in those systems. Any information stored on a computer, whether the information is contained on a hard drive, computer disk or in any other manner may be subject to scrutiny by the Charity. This examination helps ensure compliance with internal policies and the law. It supports the performance of internal investigations and assists the management of information systems.

In order to ensure compliance with this policy, the Charity may employ monitoring software to check on the use and content of email and Internet to ensure that there are no serious breaches of the policy. The Charity specifically reserves the right for authorised personnel to access, retrieve, read and delete any communication that is created on, received through or sent via the internet, to assure compliance with all Charity policies. Such monitoring will be used for legitimate purposes only and operate under the Monitoring Code of Practice laid down by the Charity.

Policy Adopted: September 2016