

A decorative graphic on the right side of the page. It features three blue circles of varying sizes, each composed of concentric circles in different shades of blue. Two thin blue lines originate from the top left and extend towards the circles, one passing through the top of the largest circle and the other passing through the top of the middle circle. A third thin blue line extends from the top right towards the bottom right, passing through the top of the largest circle.

# **ICT Acceptable Use Policy**

**2024**

# Summary Sheet

## Document Information

<b>Protective marking</b> (Unclassified / Restricted Circulation / Confidential)	Unclassified
<b>Ref</b>	Acceptable Use ICT
<b>Document Purpose</b>	To ensure all users of Sefton's ICT are aware of guidance around acceptable use
<b>Document status</b> (Draft / Active)	Final
<b>Partners</b> (If applicable)	N/A
<b>Date document came into force</b>	TBC
<b>Date of next review</b>	March 2025
<b>Owner</b> (Service Area)	Sefton Council – ICT Client Team
<b>Location of original</b> (Owner job title / contact details)	Helen Spreadbury
<b>Authorised by</b> (Committee/Cabinet)	Audit and Governance Committee

## Document History

Version	Date	Author	Notes on revisions
0.1	27/09/2018	H Spreadbury	Draft
0.2	11/10/2018	H Spreadbury	Amendments made following consultation with IMG
0.3	15/10/2018	H Spreadbury	Further amendments made following consultation with HR and Agilisys
1	06/11/2018	H Spreadbury	Final draft following feedback from IMG
2	23/04/2019	H Spreadbury	Finalised for release
2.1	05/02/2020	J Aslam	Yearly review – minor changes and inclusion of SML and Password Policies
2.2	17/01/2022	J Aslam	Yearly review – addition of conditional access policies
2.3	26/01/2023	J Aslam	Yearly review – addition of SharePoint responsibilities and ICT monitoring
2.4	01/02/2024	J Aslam	Yearly review -

*Further documentation and supporting material can be found via the following page*  
<http://intranet.smbc.loc/our-council/data-protection-information-handling/policies.aspx>

## **Introduction**

The purpose of this document is to ensure that all Users of Sefton Council's ICT (Information Communications Technology) Services feel confident in the use of ICT to complete their work. The aim of this policy document is to describe in plain English what is acceptable activity to ensure the security of Sefton's ICT network, to protect the disclosure of information and ensure we can prevent, as far as possible, cyber-attack or cybercrime.

The increasing use of Information and Communication Technology and the development of information strategies to support the process of providing effective services make it necessary to take appropriate action to ensure that these systems are developed, operated and maintained in a safe and secure manner.

Whilst the aim is to provide facilities for employees to use freely in pursuit of their job there are, however, management and legal issues, which should be borne in mind to ensure the effective and appropriate use of information technology.

## **Scope**

This document applies to all authorised users of Sefton's ICT systems; including council employees, members, contractors, consultants, commissioned service providers and organisations that connect to or support any part of the IT Infrastructure

## **Individual Responsibilities**

- All Elected Members must accept responsibility for maintaining ICT standards within the organisation.
- All Managers must accept responsibility for initiating, implementing and maintaining ICT standards including those outlined in the Starters, Movers and Leavers policy within the organisation.
- All non-managerial employees must accept responsibility for maintaining standards by conforming to those controls, which are applicable to them.
- The ICT Client Team, supported by Agilisys, is responsible for implementation of technical security solutions to protect the network.

## How to use this document

This document outlines what Sefton deems to be acceptable and unacceptable use of ICT, all colleagues as defined within the scope of this document must comply with this policy failure to do so may lead to disciplinary action.

If you do not understand the definitions and guidance in this document please do not hesitate to seek advice from either your manager, The ICT Client Team, or the IT Helpdesk.

## User Accounts and Passwords

Access to Sefton Council's ICT systems and Information must be adequately protected. Whilst different business applications have varying security requirements, these individual requirements must be identified through risk assessments that will 'control the access' to the ICT systems and filing cabinets where the information is held in paper form.

## Management Responsibilities

- Managers must ensure that all staff within their team have access rights to systems and IT services that are commensurate with the tasks they are expected to perform.
- All staff must have a unique login that is not shared with or disclosed to any other users along with an associated unique password that is requested at each new login.
- Employees must not make copies of computer software owned by the Council for private use.
- User's access rights must be reviewed at regular intervals by their manager to ensure that the appropriate rights are still allocated. System administration accounts must only be provided to users that are required to perform system administration tasks.
- Managers must ensure that all computer software and hardware is purchased via the ICT Client team, under no circumstances should any free of charge evaluation software be installed without prior approval from the ICT client team.
- All authorised users are required to comply with the Starters, Movers and Leavers Policy document found in Appendix A.
- Managers must ensure that all new employees must complete the Information Management and Governance and ICT Acceptable Usage Policy training on MeLearning within 7 days of their start date. Failure to complete the MeLearning courses will result in limitations being placed on the ICT account.

## 1. IT Device Management

As a principle, and to ensure value for money, there will be no more than one workstation asset allocated per user (desktop/laptop) In exceptional cases staff requiring multiple assets must provide a business case (signed by Head of Service) to the ICT Client team before an additional device will be purchased.

### How you should use your device (key principles)

- All devices directly connected to the Sefton MBC Network (wired, wireless or access via VPN) must be approved, deployed and supported by the ICT Managed Service Provider
- The installation of any software and any required local configuration is managed and supported by the ICT Managed Service Provider, users should not install any software themselves.
- All devices are owned by Sefton MBC
- All mobile end user devices must be assigned a named individual within a team.
- If a person moves role within the organisation the device remains with the leavers team for reallocation to the new postholder, in cases where there is no new postholder it must be returned to the ICT Managed Service Provider
- All fixed desktops must be assigned to the departmental manager for that area.
- When a device is no longer in use then the device must be returned to the ICT Managed Service provider
- All devices must be listed within the team's equipment inventory.

### Things you must not do

- **Connect any corporate resources (e.g. Email or Teams) to** personal devices or connect personal devices to the corporate network – Bring your Own Device (BYOD) is not permitted.
- Do not take your council devices outside of the United Kingdom without prior approval from the ICT Client Team
- Do not move or install devices without the support of ICT, all requests for installation, moves or changes to any device must be logged through the ICT Service Desk
- Do not dispose or reallocate any device without logging a call with the ICT Service Desk, any disposals must comply with WEEE Regulations 2017

## 2. User network and Applications Accounts

- Always use your own personal Sefton Council account to carry out your work.
- Only use your administration account to carry daily specific system administrator duties assigned to you by your manager (if relevant)
- All Sefton Council IT Accounts not accessed for longer than 30 days will be disabled.
- **Always use CTRL ALT DEL/Windows Key + L to lock your machine when unattended.**

- Follow the password policy in Appendix B, a summary of what you shouldn't do is described below.

### **Things you must not do**

- Never write passwords down
- Never send a password through email
- Never save passwords in your browser/s
- Never include a password in a non-encrypted stored document
- Never tell anyone your password or hint at the format of your password
- Never use your network password on an account over the internet which does not have a secure login, Secure web pages have addresses that start with https://
- Don't use common acronyms as part of your password.
- Don't use spaces, common words or reverse spelling of words in part of your password.
- Don't use names of people or places as part of your password.
- Don't use parts of your login name in your password.
- Don't use parts of numbers easily remembered such as phone numbers, NI numbers or street address.
- Never let someone see you type your password.

### **3. OneDrive and SharePoint**

Access to OneDrive for Business is from a managed Sefton Council **Windows 10** device or a managed mobile device only.

OneDrive for Business is your personal area on the cloud, confidential to you, previously known as your H: Drive. OneDrive for Business requires an Office 365 license, once employment ends this data will be accessible to the user's manager and will then be archived in line with the data retention policy, please refer to Appendix D

SharePoint is a web-based collaborative platform that integrates with MS Office, used for sharing documents, this is where you will find all the documents migrated from your old G: Drive or team drive or Microsoft Shares.

### **How you should use OneDrive for Business and SharePoint**

- All data stored in OneDrive for Business should be relevant to the user's role.
- All data that needs to be shared across teams/groups must be stored in SharePoint.
- Data should be stored in line with the retention schedule and deleted when no longer required.
- Managers are listed as SharePoint site owners, and they are responsible for providing and revoking access to staff when required in line with the Starters, Movers, and Leavers policy in Appendix A.

- Employees can also be delegated Owner permissions to a SharePoint site if a manager has granted that permission. Any owner of a SharePoint site is responsible for the administration of permissions to that sites data.
- The sharing of files to trusted third parties is permitted however this should only be done for valid business purposes, the basic configuration of this is supported by the ICT Service Desk however the Site Owner is responsible for providing and revoking access to the data within the site.

## Things you must not do

- Personally identifiable data must not be kept in OneDrive.
- Personal/Copyright Pictures must not be stored in OneDrive or SharePoint
- Personal/Copyright Videos must not be stored in OneDrive or SharePoint
- Any pictures, music or videos that are stored will be deemed to be property of Sefton Council
- Do not save any documents/files which hold sensitive/personally identifiable data on your desktop.
- Your OneDrive must only be accessed with your own user account and users must not attempt to access another user's OneDrive without their prior expressed permission. Exemptions to this are;
  - Where a colleague or manager requires access to the OneDrive folder of a user who has left the organization or is on Long Term Absence
- If a manager requires access to another user's OneDrive folder as part of an investigation, then approval is required by HR in the first instance.

## 4. Internet Acceptable Use Policy

The Council recognises that it is not practical to define precise rules that cover the full range of Internet activities available and in general, it is adherence to the spirit and essence of the policy that will allow the Council as a whole, and employees in person, to productively benefit from access to this powerful technology.

All personal usage must be in accordance with this policy. Your computer and any data held on it are the property of Sefton Council and may be accessed at any time by the Council to ensure compliance with all its statutory, regulatory and internal policy requirements.

### What you should use your Council Internet account for

Your Council Internet account should be used in accordance with this policy to access anything in pursuance of your work including:

- Access to and/or provision of information.
- Research
- Electronic commerce (e.g., purchasing equipment for the Council)
- Supported council applications which are hosted externally by the supplier.

- Personal use in your own time (i.e.: during your lunchbreak), any personal use must not include any activity listed in the section below.

The Council is not however responsible for any personal transactions you enter, for example in respect of the quality, delivery or loss of items ordered. You must accept responsibility for, and keep the Council protected against, any claims, damages, losses or the like which might arise from your transaction for example in relation to payment for the items or any personal injury or damage to property they might cause.

The Council is not responsible for any losses or issues relating to personal use of the Council's internet facility.

If you are in any doubt about how you may make personal use of the system you are advised not to do so.

## **Things you must not do**

- Browse non-work sites during working hours.
- Leave open live internet feeds to collect news, sports updates or to download images, video or audio streams for none work purposes.
- Download any copyrighted material without the owner's permission.
- Create, download, upload, display or access knowingly, sites that contain pornography or other "unsuitable" material that might be deemed illegal, obscene, or offensive.
- Subscribe to, enter or use peer-to-peer networks or install software that allows sharing of music, video or image files.
- Subscribe to, enter or utilise real time chat facilities such as chat rooms, text /image messenger or pager programs.
- Subscribe to, enter or use online gaming or betting sites.
- Subscribe to or enter "money making" sites or enter or use "money making" programs.
- Subscribe to, enter or use Free PDF Conversion websites.
- Run a private business.
- Download any software used for hacking or cracking passwords.
- Make repeated attempts to access any sites automatically blocked by the Council's filtering software.

The above list gives examples of "unsuitable" usage but is neither exclusive nor exhaustive.

## **5. Email Acceptable Use Policy**

The email system is provided to allow electronic communication in pursuance of Council business between Elected Members, Council employees, individual Council service users and external organisations. All email sent and received via Sefton Council is owned by the council and should not be deemed personal. The Council will monitor your email account usage and may access your email content. Be



aware that Sefton MBC may be required to disclose your emails or responses to them, to third parties for legal reasons, which may include requests made under the UK GDPR, Freedom of Information Act or Environmental Information Regulations.

## How you should use your email (key principles)

- Communication in connection with Sefton Council's business
- Users must exercise due care when drafting an email to ensure that their message maintains the standards of professionalism the Sefton Council expects of their position.
- Council Officers should not make statements on their own behalf or on behalf of the Sefton Council that do or may defame, libel or damage the reputation of Sefton Council or any person \*Elected Members should refer to the Members Code of Conduct for further guidance.
- Limited personal use of email is allowed provided it is kept to a reasonable level, does not interfere with a user's performance in performing their duties, does not have a negative impact on Sefton Council in any way, is lawful and adheres to the principles contained within this email Policy.
- Sefton Council email / public folders and shared mailboxes not accessed (e.g., opened content) for longer than 30 days will be disabled.
- Sefton Council email / public folders and shared mailboxes not accessed for longer than 90 days will be archived except where otherwise directed by the relevant manager i.e.: for long term sickness, maternity or direct instruction from HR, see Appendix A
- All Sefton Council email / public folders and shared mailboxes must have an owner and if an owner leaves it must be reassigned or the mailbox will also be removed in accordance with policies above.
- The Sefton Council ICT Division will hold archived leavers data for 7 years, this data will only be accessed upon a formal request approved by a manager or HR.
- Sefton Council reserves the right to monitor and/or record individual email use for lawful business purposes. Users should therefore have no expectation of privacy whilst using Sefton Council equipment for the purposes of communicating via email.
- The contents of all email attachments, inbound and outbound, are scanned electronically to help implement this Mandatory Policy against the acceptable use policy and to prevent malware.
- Individual users are responsible for the day-to-day housekeeping of their account and must minimise their mailbox space.

## Things you must not do

- Use the Council's email system to facilitate or operate any business/ commercial activity, other than that of the Council.
- Send business related email to large distribution groups without the permission of the ICT Client Team (over 250 recipients)
- **Email confidential, sensitive or personally identifiable information to other people (either internal or external) without ensuring that the data is secured and that the authority has the legal power or explicit consent to do so.**

- Provide your work email address as contact details to sites you have accessed for non-work purposes.
- Use personal web-based email from your work equipment i.e.: Google Mail
- Send files with non-business-related attachments (i.e., compressed files, video streams, executable code, video or audio streams or graphical images)
- Email must only be accessed via the user's personal user account and users must not attempt to access another user's mailbox without their prior expressed permission. Exemptions to this are;
  - Where a colleague or manager requires access to the mailbox of a user who has left the organization or is on Long Term Absence
- If a manager requires access to another user's mailbox as part of an investigation, then approval is required by HR in the first instance.
- Except where it is strictly and necessarily required for your work (for example, corporate advertising, IT audit activity or other investigation), you must not create, download, access, display, transmit or engage in the following:
  - full videos or clips
  - photographic or cartoon images
  - chain letters
  - jokes or 'joke' chains
  - conversational email
  - harassing or bullying content
  - entertainment software
  - other non-work-related software
  - advertisements
  - global emails (see paragraph 13 below)
  - game
  - gambling
- Again, except where it is strictly necessary and required for your work (as defined above) you must not create, download, access, display, transmit or engage in the following
  - material that is obscene, offensive, sexually explicit, pornographic, racist, sexist, ageist, defamatory, hateful, or homophobic in nature, incites or depicts violence, or describes techniques for criminal or terrorist acts.
  - derogatory remarks or express derogatory opinions regarding the Council, its Officers or Members or communicate extreme views that could be to the detriment of the Council or its reputation or bring the Council into disrepute.

If you receive an unsolicited "unsuitable" email please inform your manager and notify the ICT Service Desk.

## 6. Telephones

For the purpose of this policy the term 'Phones' refers to Council 8x8 Cloud Telephony System landlines and mobile telephony devices, including pool phones. Users are expected to exercise due care when making telephone calls and using

mobile messaging, to ensure that they maintain the standards of professionalism the Council expects of their position. Managers have the responsibility to inform the ICT Service Desk when a mobile phone is no longer required, e.g., a member of staff has left, and the phone is not being passed on, so that the contract can be cancelled.

Sefton reserves the right to monitor and record/log individuals' use of the mobile device systems for its lawful business purposes. Sefton's employees, secondees and workers must not expect privacy whilst using Council equipment for the purposes of communicating. Sefton MBC may be required to disclose voice recordings to third parties for legal reasons, which may include requests made under the UK GDPR or Freedom of Information Act.

## How you should use your Telephone (key principles)

- In connection with normal business
- Use of personal mobile phones in work for short conversations/messages provided it is kept to a reasonable level, does not interfere with a user's performance in carrying out their duties, does not have a negative impact on Sefton Council in any way, is lawful and adheres to the principles contained within this Policy.

## Things you must not do

- Allow the use of Council Phones by unauthorised person(s)
- Use a Council phone for personal calls (this includes the use of SMS text messages/internet use) except in an emergency.
- Use your Councils mobile data package (mobile phone or MiFi device) for non-work purposes.
- Incur international roaming costs unless pre-authorised by your manager (or Democratic Services Manager, for members)
- Use phones in a manner that could bring Sefton Council into disrepute.
- Send SMS or MMS messages that could contain discriminatory, abusive, racist, pornographic, obscene, illegal, offensive, potentially libellous or defamatory content.
- Send personal and/or sensitive data using SMS or MMS messages without verifying that the Council has the legal powers or explicit consent to do so.
- Use a Sefton Council number to promote any external private business.
- Use a Sefton phone to contact premium rate numbers.
- Remove the Council SIM card for any purpose (unless explicitly told to do so by a member of the ICT Service Desk as part of fault diagnosis/repair)
- Transfer the SIM Card to any other device.
- Use internet-based voice & chat applications such as WhatsApp on your council phone without submitting an authorisation form found on the intranet (Appendix C). Please note the ICT Client Team may suggest internal applications such as Microsoft Teams instead of WhatsApp when these forms are submitted depending on the use case.

If you receive any harassment via telephone, do not attempt to contact a person who has left you an unpleasant, suspicious, or threatening message. Do not engage in conversation with a person making an unwanted call. Remain calm and try not to show emotion.

Put the handset to one side for a few minutes then replace it. Record the date and time of the call as well as the details even if they were unanswered or silent calls. Write down and save any text messages and the time they were received. In the first instance users should inform their line manager and contact HR for further advice.

## 7. Security

All computer equipment should be placed in suitable physical locations that

- Reduce risk from environmental hazards, for example, heat, fire, smoke, water, dust and vibration.
- Reduce the risk of theft.
- Facilitates workstations handling personal data being positioned so that the screen cannot be seen by unauthorised personnel.
- All items of equipment must be maintained on a departmental inventory.
- When working in an agile way, users are responsible for the security of device(s), some key general guidance notes are provided below
  - Ensure the device is logged out of the network when not in use and correctly shutdown.
  - Devices must not be left unattended in a public location.
  - Conceal when transporting on leaving i.e.: in the boot of a vehicle instead of the back seat.
  - Do not leave devices in parked cars overnight, even if they are concealed.
  - Place in a safe place if the device is to be stored at home/away from the office e.g., away from windows
- All Council devices and accounts are protected by Microsoft Intune and thus the Microsoft 365 Conditional Access policies apply, the conditional access policies will prevent you from
  - Logging into any device from a country other than the UK
  - Logging into the Sefton network via a non-council device (unless previously authorised in line with member usage)
  - Accessing Council resources until your device is security compliant.
- You must ensure any WiFi access point you connect your Council device to is appropriately secured e.g., with a password. Public WiFi that you would find in a Café, Hotel or Restaurant is unsecure and should not be used in any case.

## Reporting Information Security Events and Weaknesses

Security events, for example a Data Security Breach or a virus infection could quickly spread and cause data loss across the organisation. All users must be able to

identify that any unexpected or unusual behaviour on the workstation could potentially be a software malfunction. If an event is detected users must:

- Note the symptoms and any error messages on screen.
- Disconnect the workstation from the network if an infection is suspected (with assistance from IT Support Staff)

All security events should be reported immediately to the ICT Service Desk on ext. 4999.

## Appendix A – [Starters, Movers, Leavers Policy](#)

## Appendix B – [Password Policy](#)

## Appendix C – [WhatsApp Policy](#)

## Appendix D - Data Retention (IT Systems)

This document does not replace the authorities Retention Schedule but outlines the core principles of how data will be managed on the IT Infrastructure, this document only relates to electronic files, paper files are not included in this policy.

- User data for confirmed leavers is to be archived after 90 days this includes data and information stored in **OneDrive** and **Email**. The Sefton Council ICT Division hold a backup of the archive for 7 years, this data will only be accessed upon a formal request approved by a manager or HR.
- Managers are responsible for ensuring the removal of electronic information from systems once retention periods are expired.
- It is expected that business information required for regulatory purposes will be stored in the relevant business document management systems. For example, finance data must be stored in Oracle or finance server not in user's email.
- Where an end user device is a desktop the saving of information will be restricted, where the device is mobile then that device will have approved encryption methods enabled and are not to be circumvented. Usage of approved and encrypted devices for storage of information while conducting daily work activities is permitted. Such devices include Council tablets and other smart devices; however, users must upload content to the appropriate systems (e.g., planning photographs) and remove it from the device.
- Unauthorised use of any cloud storage or online file transfer sites e.g., drop box or We Transfer is prohibited by the policy and using any cloud storage not authorised may result in disciplinary action.

## Appendix E – Monitoring (IT Systems)

ICT and application usage/information is logged, this information may be subject to FOIA, Subject Access Requests or HR/Legal investigations. A non-exhaustive list of what is logged are listed below;

- **User login information**, e.g., start and end time over VPN
- **User access to O365**: e.g. accessing files, editing, adding or deleting further information can be found here - [Understanding the User activity logs report - Microsoft Support](#)
- **Email activity** including full access to email if required in line with HR/Legal procedures (named officers only)
- **Internet activity**: sites accessed, any transactions.
- **Application specific usage**: audit logs on most applications includes who, what, when was access and edits made including deletions.
- Number of Teams meetings attended, how many calls made/received, how many minutes spent in calls, how many messages have been sent/received, duration on status (i.e., inactive, away, busy etc)
- **Mobile telephony**: Number of calls made/received, number of text messages sent/received as well as the phone numbers used.
- **Canon Printing**: Name of documents/files that have been sent to print and released by user, number of prints, scans and copies completed.
- **8x8**: Login and log off times, number of calls made/received, number of minutes spent on calls, phone numbers contacted. Call recordings are also captured for some users based in the Contact Centre and Sefton Arc.