Category:	Administration Manual	**Number: AE0415**
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Approved:		**Revised:**

1.0 POLICY

1.1 Three Links Care Society ("Three Links") provides its employees and contractors with access to computers and network services including internet use and email for business purposes. Any Society computer equipment provided to employees for business purposes is the property of Three Links Care Society and must be returned to the employer upon the employee's resignation from the organization.

1.2 Three Links makes an effort to provide appropriate technology to those performing services for the Society. This policy advises those who use the System on access and disclosure of computer stored information, electronic mail messages created, sent or received by employees or consultants on the System.

1.3 Three Links respects the privacy of the users on the System and will attempt to safeguard that privacy. However, privacy cannot be guaranteed, and there are circumstances where breaches may be inevitable, especially while using the System.

1.4 Three Links reserves the right, at its discretion, to review any user's electronic files and messages to the extent necessary to ensure the employee's Computer System is being used in compliance with this policy and any other company policies. The user will be notified prior to the review.

1.5 This policy applies to all Three Links staff, contractors and volunteers.

1.6 As Privacy Officer for the Society, the Director of Human Resources is responsible for maintaining and enforcing this policy.

2.0 DEFINITIONS

2.1 For the purposes of this policy, the "**System**" means Three Links Care Society's computer network, including all hardware and software, workstations, portable computers (ie. laptops), remote access services, and systems for accessing the Internet and Society databases and all data stored therein.

2.2 "**User**" means employees/contractors/volunteers of Three Links and third parties who have executed non-disclosure/confidentiality agreements with Three Links who have access to the System.

3.0 CONDITIONS OF USE

3.1 The System must only be used for purposes which are consistent with the business objectives and policies of Three Links.

3.2 The System must not be used to access, download, store, copy or transmit pornographic, racist, sexist or other offensive or derogatory material. This includes use of email and the Internet.

3.3 All users of the system must sign and abide by the Confidentiality Agreement.

3.4 The System may be used for reasonable personal use, provided it does not interfere with the user's work duties. Personal use for commercial purposes or personal monetary reward (eg. running a business, using sites that pay the user to stay connected) is prohibited.

3.5 Users must not remove hardware or software or relocate equipment without approval from their Department Manager or Network Administrator (the Director of Human Resources).

3.6 Violation of this Policy may result in disciplinary action up to termination of employment or contract with Three Links. Users breaching Clause 3.2 above may be subject to termination of employment or contract.

4.0 NETWORK USER ACCESS LEVELS

4.1 Every new user's access privileges to the System will be determined by their reporting Director. User access privileges will be reviewed on a regular basis to ensure that only the information required for the user to perform their duties is accessible.

4.2 Positions of greater responsibility, such as members of the Senior Management Team (CEO, Directors and Admin Support), will have greater access to information within the system than other positions.

5.0 ELECTRONIC MAIL (E-mail)

5.1 There is no guarantee or expectation of privacy with an e-mail message – e-mail is readily re-distributed, and can (with specialized equipment) be read in transit. With this in mind, Users should take care in the phrasing and content of messages they send.

5.2 Any unauthorized attempts to read, copy, modify or delete e-mail messages of other Users is prohibited.

5.3 Only those who have been permitted to use the e-mail system and have been granted a password may use the System. Unauthorized use is prohibited.

5.4 E-mail is not a secure form of communication. Users should not transmit sensitive or confidential information via e-mail without prior authorization. Some users have been given encryption certificates to provide some security; however the general rule is to limit the amount of confidential information that is sent via e-mail.

5.5 Three Links may give specific instructions regarding whether certain email be stored, must be deleted, or must not be deleted, in which case those instructions must be complied with.

6.0 INTERNET USE

6.1 Every Internet site visited using the System is capable of identifying the User as a representative of Three Links. Accordingly, all activity on the Internet must be governed by discretion and good judgement.

6.2 Internet access during the User's work hours should be limited to the business of Three Links. Some personal use is permitted during the User's break times – provided it is reasonable, does not interfere with the User's work duties, and can withstand public scrutiny.

7.0 SYSTEM SECURITY

7.1 No Users are to give out their password or other system access passwords to anyone accept as approved by their Department Manager or the Privacy Officer.

7.2 Users of portable hardware (eg. laptops) or remote access hardware supplied by Three Links are responsible for ensuring that reasonable measures are taken to prevent the loss or theft of that equipment.

7.3 A group policy has been implemented to all Three Links computers/ laptops connected to the System which will lock the screen after 10 minutes of inactivity. To unlock the computer screen, the user will be required to enter their password to continue working.

7.4 For those accessing the System remotely, the User must ensure that security measures are maintained, and that no one other than the User has access to the System.

7.5 Users shall not circumvent login procedures to gain access to the System.

7.6 Upon the resignation/termination of the employee/contractor/volunteer from Three Links and the completion of third party contracts, these individuals will be required to return or securely destroy any personal information in their possession.

8.0 PRIVACY

8.1 As the owner of Three Links computer and technology resources, Three Links reserves the right to inspect, log, and/or archive data files stored on Society-owned computers and messages transmitted across its network. Such activities will not occur as a matter of course, but may occur with cause if it is necessary to investigate a suspected breach of internal policy or external law. Any affected Users will be notified prior to inspection.

8.2 Authorized IT consultants may inadvertently view or access data files or messages while performing system maintenance or management functions. When this occurs, they are required to keep the contents

confidential, unless there are suspected violations of law or Three Links policy.

8.3 As noted above, by its nature, e-mail cannot be a confidential form of communication. In addition, e-mails stored on your local hard drive or the networks are records, and disclosure may be required under freedom of information legislation.

9.0 CONFIDENTIALITY AGREEMENT FOR IT CONSULTANTS

9.1 Three Links' IT consultants are a special group of contractors, since their work requires that they have access to files normally considered the private domain of other departments/staff members. All IT consultants must respect the privacy and security of any information not intended for public dissemination that becomes known to them by any means, deliberate or accidental. IT consultants will obtain permission from the user prior to any access of the user's email or account information.

10.0 REFERENCES

10.1 HR Policy – HRT1000 Confidentiality

10.2 HR Policy – HRT1300 Employee Privacy

10.3 HR Policy – HRT1301 Social Media Use

10.4 HR Policy – HRT3300 Computer System Use