Volunteer Policy IT Usage: Template

*Information in this document is provided for guidance only.*

Acceptable Use – Email and Internet

At **[organisation name]** we have access to and use a variety of communications and networking technologies including email, texting and internet.  They help us share information and communicate with people within and external to our organisation.

Volunteers must maintain a high standard of professionalism when using these technologies and take all due care of organisational assets.

Any violation of this policy may result in disciplinary action and restrictions on access to the organisation’s technology.

Definitions

**“Digital communications”** is defined [here](https://www.legislation.govt.nz/act/public/2015/0063/latest/whole.html#DLM5711838)

**“Prohibited activity”** includes:

* involvement with material that is obscene, objectionable, or likely to offend
* transmitting sensitive business-related information or personal information about another person
* an activity against the law and/or in contravention of our values and policies or which may otherwise bring the organisation into disrepute, or expose it to legal risk
* transmitting personal information except in accordance with the law
* trying to circumvent the user authentication or security of any host, network or account
* issuing or replying to "mailbombs" (i.e. when a large volume of email is sent to a single or many addresses with malicious intent)
* expressing personal views as the organisation's views
* ordering goods, services and participating in online auctions without authority
* forging user authentication or security, which includes adding or attempting to add a user’s address to any internet mailing list, altering header information to conceal own email address.

Responsibilities

**Access and user accounts**

Volunteers, where applicable to their role, will have access to [organisation name] computer system and to the internet and email. Access may be exercised as authorised by management and in compliance with this and other policies.

Volunteers must keep their username and passwords secure and not share them with anyone else or allow others to use their account.

Staff must not engage in any prohibited activity with their user account/email and must comply with organisational security requirements.

**Personal use**

A level of personal use of internet and email is allowed provided it does not detract from our work or interfere with colleagues’ work.

Participation in on-line conferences, discussion groups, email lists and other like services during working hours is only allowed if it is for a work or professional development purpose.

**Software**

Organisational software and files must be used in accordance with the software licence and copyright. Volunteers must not use the internet and email access to download and install software games or utilities (except commonly used files such as Word documents, PDFs).

**Communication principles**

The principles of the [Harmful Digital Communications Act 2015](http://www.legislation.govt.nz/act/public/2015/0063/latest/whole.html#DLM5711838) must be complied with for all digital communications undertaken for work-related purposes.

**Organisational equipment**

A record will be kept of any organisational equipment issued to volunteers. Volunteers must take reasonable care of it and advise management if it is not working properly.

Signs of potential misuse of equipment must be brought to management attention. Volunteers may be required to reimburse the organisation or take other action to rectify damage to equipment caused through misuse.

At any time and on resignation or termination of their role, volunteers may be asked to produce the equipment for return, inspection, repairs, servicing and/or updating.

Volunteers will be given reasonable opportunity to retrieve personal information on the device, before being required to return but will be expected to return the equipment promptly.

If the equipment is not returned in good working condition within a reasonable time period volunteers may be required to purchase a replacement.

**Monitoring internet and email use**

Volunteer use of the organisation’s internet and email may at times, be monitored and maybe scrutinised by management or their delegate where there is reason to believe there has been a breach of this or other policies.

Report concerns

**Volunteers must notify management if:**

* they observe or are concerned about cyber activity or threats on our network
* they think a data breach has occurred and use best efforts to contain and mitigate the impacts.