Acceptable Use of Computers, Internet and Email Policy and Procedures

HiFlex Physio

Policy

Staff may use the Internet and email access provided by HiFlex Physio for:

- Any work and work-related purposes
- Limited personal use (see below)
- More extended personal use under specific circumstances (see below).

HiFlex Physio recognises that staff need access to email systems and the Internet to assist in the efficient and professional delivery of services, this includes transferring and sending data or information within and outside the organisation's system database. HiFlex Physio supports the right of staff to have access to reasonable personal use of the Internet and email communications in the workplace.

This policy sets out guidelines for acceptable use of the computer network, including Internet and email by employees of HiFlex Physio. The primary purpose for which access to the Internet and email is provided to HiFlex Physio staff is to assist them in carrying out the duties

Employees are expected to use the internet responsibly and productively. Internet access is limited to job-related activities. Personal use is not permitted unless approved by management.

All internet data that is composed, transmitted and/or received by HiFlex Physio is considered to belong to HiFlex Physio and is recognised as part of its official data.

All equipment, service and technology used to access the internet are the property of HiFlex Physio and the organisation reserves the right to monitor any and all activity of each of its employees.

For safety precautions, it is advised that downloaded content, especially those used for research purposes, come from either the organisation's intranet site or from credible resources.

Samples of these may include, but are not limited the following:

- Fitness Australia
- Australian Trade and Investment Commission
- Safework Australia

All documents saved for use in research, reportage, or similar activity, must be saved under the following format: [Date Saved (DD-MM-YYYY)]-[Document Title]

Procedures

Limited Personal Use

Limited personal use is permitted where it:

- Is infrequent and brief
- Does not interfere with the duties of the employee or their colleagues
- Does not interfere with the operation of HiFlex Physio
- Does not compromise the security of the HiFlex Physio systems
- Does not impact on HiFlex Physio' electronic storage capacity
- Does not decrease HiFlex Physio' network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
- Corresponds to the procedures outlined in the Email Maintenance and Archiving Procedures document
- Conforms to the practices for file management and storage outlined in the current Technology Procedures Manual
- Does not incur any additional expense for HiFlex Physio
- Does not violate any laws
- Does not compromise any confidentiality requirements of HiFlex Physio.

Examples of what would be considered reasonable personal use are:

- Conducting a brief online bank transaction
- Paying a bill
- Ending a brief personal email, similar to making a brief personal phone call.

Permitted Extended Personal Use

It is recognised that there may be times when staff need to use the Internet or email for extended personal use. An example of this could be when a staff member needs to use the Internet to access a considerable amount of materials related to the study they are undertaking. In these situations, it is expected that:

- The staff member advises and negotiate this use with the Manager
- The time spent on the Internet replaces all or part of a staff member's break/s for that day, or that they adjust their timesheet accordingly for that day.

It is **not** expected that staff need to advise or negotiate with the Manager for personal use that would be reasonably considered to be of a limited nature.

Unacceptable Use

Staff may not use Internet or email access (including internal email access) provided by HiFlex Physio to:

- Create or exchange messages that are offensive, harassing, obscene or threatening
- Visit websites containing objectionable (including pornographic) or criminal material
- Exchange any confidential or sensitive information held by HiFlex Physio (unless in the authorised course of their duties)

- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music, or movies)
- Use Internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email.

Related Documents

- Email Maintenance and Archiving Procedures
- Network Policy.