



Lindsey Lodge Hospice

INTERNET POLICY

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1 Introduction

Lindsey Lodge Hospice wishes to encourage the correct and proper use of the Internet, and expects staff to use this facility during the normal course of their work. We aim to encourage appropriate internet use by staff, and to increase their competence and understanding of its potential.

The Internet is now firmly established as a major research, information and communication tool within healthcare but it is one with inherent security risks and without guarantees of reliability or performance.

This policy determines how Lindsey Lodge staff can use internet services professionally, ethically and lawfully without compromising patient or staff confidentiality and whilst maintaining the security of the IT network.

2 Scope

This policy applies to all staff working for or on behalf of Lindsey Lodge Hospice, including permanent employees, bank staff, volunteers, placement students.

All staff are expected to comply with this policy at all times to protect the privacy, confidentiality, and interests of the organisation and our services, employees, partners, customers and service users.

This policy applies to the use of Lindsey Lodge provided internet services for both business and personal purposes, whether during office hours or otherwise.

This policy should be read in conjunction with the Social Media Policy, which covers in detail the specific standards all staff are expected to conform to when interacting with others on the Internet.

3 Roles & Responsibilities

This policy applies to all directly and indirectly contracted staff and other persons working for Lindsey Lodge hosted by Care Plus Group IT:

- All Lindsey Lodge employees whilst engaged in work for the organisation at any location, on any computer or Internet connection
- Any other use by employees which identifies the person as a Lindsey Lodge employee or which could bring the organisation into disrepute on any computer or internet connection
- Other persons working for Lindsey Lodge, persons engaged on Lindsey Lodge business or persons using Lindsey Lodge equipment and networks

4 Internet Policy

4.1 Internet Access

Access is provided to the Internet through a secure gateway operated by Care Plus Group IT service. CPG IT operates a secure firewall and a range of technical systems to attempt to reduce the risk posed by hackers, criminals and fraudsters who may attempt to attack the systems. Users are advised that the primary purpose for the provision of internet services is for work related matters.

Staff are not permitted to access the Internet under another staff member's login.

Staff must not use the same username and password combinations on public websites that they use for work-related systems.

4.2 Virus Protection

CPG IT will ensure that appropriate technical measures are in place to reduce the vulnerability of the systems to attack from computer viruses when browsing the internet. Users are expected to play their part by being aware of the problem of viruses and reporting anything they deem to be suspicious to the CPG IT Service Desk on 01472 256789 and their line management who will refer to Caldicott Guardian, depending on severity.

4.3 Malicious Intent

The organisation's internet or email facilities must not be used to deliberately propagate any malware, virus or other software intended to cause damage or unauthorised modification to other systems or data. No employee may use the facilities to knowingly disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user.

4.4 Video and Audio Streaming

Whilst the organisation does not block the use of many internet audio and video services, where these are proved to be detrimental to the performance of the network we reserve the right to withdraw access to safeguard key business functions.

4.5 Restricted Sites

CPG IT will make use of its monitoring software and third-party data on behalf of Lindsey Lodge Hospice to identify and restrict various categories of restricted sites, including but not limited to:

- Adult Material
- Gambling
- Games
- Illegal Drugs
- Hacking
- Illegal Activities
- Intolerance
- Militancy and Extremism
- Security (Exploits)
- Tasteless
- Violence
- Weapons

If an employee finds that they have accidentally connected to a site that contains inappropriate or offensive material, they must inform the line manager and CPG IT Service Desk immediately.

Where there is a valid work reason to access a restricted site (e.g. substance misuse research) then a formal request must be made via the CPG IT Service Desk.

If an employee encounters a site that they believe should be blocked or unblocked, then this can be reported to the CPG IT Service Desk for review.

4.6 Monitoring

Staff are advised that in accordance with the ICO Employment Practices Code (see 7.1) monitoring of internet use will take place subject to the following guidance:

- Care Plus IT Group will complete general automated monitoring of traffic ie: categories of websites accessed, virus monitoring etc. If a specific investigation request is needed the Chief Executive of Lindsey Lodge Hospice may make a request, via the IT Head of Service at Care Plus IT Group, for a specific audit of an individual's account
- Monitoring is required to ensure that employees do not breach any regulations (such as those on harassment and discrimination) which could have a legal impact on Lindsey Lodge Hospice
- Spot checks will be done as opposed to continuous monitoring
- Traffic will be monitored as opposed to content unless there are reasons for doing otherwise
- The Internet History folder on a local computer is set to retain information for 20 days
- Monitoring may be covert if there are specific grounds to suspect criminal activity or equivalent malpractice. This monitoring will occur for a set timeframe, not to exceed the length of the investigation
- CPG IT will not investigate individual user's internet activity without just cause, e.g. as part of a formal HR Investigation requested by Lindsey Lodge Hospice.
- The organisation will not collect information on internet activity for any other purpose than maintaining the security and performance of the Trust systems/networks and for enforcing this Policy, as well as ensuring compliance with UK and EU law.

Inappropriate use of the internet services may result in either the facility being withdrawn and may lead to action being taken in accordance with the Lindsey Lodge disciplinary procedure.

4.7 Personal Use

Access to the Internet for personal use is permitted providing staff adhere to the following:

- Access takes place at appropriate, approved break times
- Access complies to the guidelines set out in this policy and the Social Media Policy
- Usage is not excessive or inappropriate

Inappropriate use of the Internet may result in access from work being withdrawn and may lead to action being taken in accordance with the Lindsey Lodge Discipline Procedure.

Employees must be aware that the monitoring of usage referred to in Section 4.6 above records all types of access/traffic, and is unable to distinguish between “work” and “private” use. Employees who are concerned that such monitoring could infringe their personal rights should not make private use of the organisation’s internet services.

Lindsey Lodge Hospice accepts no liability for any loss or damages relating to personal or financial details that are entered onto websites whilst using CPG-provided internet services.

4.8 Inappropriate Use of Internet Services

The use of internet services in the following types of activities is specifically prohibited.

- Illegal, fraudulent, or malicious activities
- Accessing, storing, processing, displaying or distributing offensive or obscene material such as pornography and hate literature
- Using another person’s account or identity without their explicit permission, e.g., by forging e-mail
- Viewing, damaging, or deleting files belonging to others without appropriate authorisation or permission
- Attempting to circumvent or defeat security or auditing systems without prior authorisation and other than as part of legitimate system testing or security research
- Obtaining, installing, storing, or using software obtained in violation of the appropriate vendor’s patent, copyright, trade secret, or license agreement

These, and other inappropriate activities, may result in action being taken in accordance with the Lindsey Lodge Hospice disciplinary procedure against the person found misusing the internet service for such purposes.

Users must not download unauthorised software from the Internet. This can pose a risk to network performance and security, as well as being in breach of the licensing terms.

Staff must not breach the confidentiality of service users or publish commercially sensitive information via the Internet.

5 Associated Policies

- Acceptable E-Mail Use policy
- Confidentiality and Data Protection Policy
- Disciplinary Policy
- Information Governance Policy
- Information Security Policy
- Social Media Policy
- Data Security Breach Management

6 Appendices

6.1 Links to further information

ICO Employment Practices Code

https://ico.org.uk/media/for-organisations/documents/1064/the_employment_practices_code.pdf

7 Consultation

IT & IG committee

8 Dissemination

Via Lindsey Lodge `L` drive policies/guidelines of this form.

9 Equality Act

9.1 In accordance with the Equality Act (2010), the Hospice will make reasonable adjustments in the workplace so that an employee with a disability, as covered under the Act, should not be at any substantial disadvantage. The Hospice will endeavour to develop an environment within which individuals feel able to disclose any disability or concern which may have a long term ad substantial effect on their ability to carry out their normal day to day activities.

9.2 The Hospice will wherever practical make adjustments as deemed reasonable in light of an employee's specific circumstances and the Hospice's available resources paying particular attention to the Disability Discrimination requirements and the Equality Act (2010)

REFERENCES: Care Plus IT Group					
Lead Author of Policy: Kay Fowler, IT Support Officer Responsible Sub-group IT & IG committee					
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