

Acceptable Use of The Internet Policy

Version	2.0
Status	Ratified
Author/Lead	Information Governance & Data Protection Officer
Directorate	Finance and Performance
Ratified By	ICT & Information Governance Programme Group
Implementation Date	03 September 2010
Date of Last Review Date	08 July 2010
Date of Next Review	04 September 2011
Target Audience	All Staff

To be read with:

- Safe Haven Policy
- Information Governance Policy
- Acceptable Use of Email Policy
- Acceptable Use of Information Systems Policy
- Bulk Transfer of (Electronic) Patient Records Policy
- Serious Untoward Incident Policy

“The PCT incorporates and support the human rights of the individual as set out in the European Convention on Human Rights and the Human Rights Act 1998”

Version Control Record

Version	Description of Change(s)	Reason for Change	Author	Date
1.0	Initial Draft		Assistant Director for Health Informatics	29/08/2006
1.1		Annual Review	Head of ICT	12/01/2008
1.2	Minor update to reflect requirements of Policy Development Policy, and comments from the ICT & IG Programme Group	Annual Review	Information Governance and Data Protection Officer	20/04/2009
1.3	Disciplinary and Monitoring and Review Sections added.	Annual Review	Information Governance and Data Protection Officer	21/06/2010
2.0	Comments added from Reviewers	Annual Review and to take into account the Provider/Commissioning split.	Information Governance & Data Protection Officer	08/07/2010

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1. Introduction

- 1.1 This policy outlines the acceptable use of NHS Brent's internet access systems. It should be read in conjunction with the NHS Brent Policy for the Acceptable Use of Information Systems which sets out the agreed policy for the use of all NHS Brent owned and operated information systems.
- 1.2 The term "internet" relates to content and applications on the World Wide Web, as distinct from content and applications hosted within the NHS's private network, NHSnet or N3.

2. Purpose

- 2.1 The purpose of this policy is to set out the acceptable use of NHS Brent's internet access systems.

3. Scope

- 3.1 This policy applies to all employees of NHS Brent and Brent Community Services (BCS), including contracted and temporary staff.

4. Acceptable Internet Usage

- 4.1 To access research material and other information relevant to your work.
- 4.2 To access web sites and webmail accounts for personal use as long as this does not interfere with work and is restricted to **before** 09:00 or **after** 17:00 or **during** lunch breaks.

5. Unacceptable Internet Usage

- 5.1 Creating, downloading or transmitting (other than for properly authorised and lawful research) any obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material.
- 5.2 Creating, downloading or transmitting (other than for properly authorised and lawful research) any material (images, data or other material) that is:
 - defamatory,
 - sexist,
 - racist,
 - pornographic,
 - discriminatory,
 - extremist,
 - inciting hatred or violence,
 - inciting religious hatred or violence,
 - offensive or otherwise unlawful.
- 5.3 Creating, downloading or transmitting material that is designed to annoy, harass, bully, inconvenience or cause needless anxiety to other people.
- 5.4 Creating or transmitting “junk-mail” or “spam”. This means unsolicited commercial webmail, chain letters or advertisements.
- 5.5 Using the Internet to conduct private or freelance business for the purpose of commercial gain.
- 5.6 Creating, downloading or transmitting data or material that is created for the purpose of corrupting or destroying other user’s data or hardware.
- 5.7 Downloading streaming video or audio for entertainment purposes.
- 5.8 Visiting online dating sites, playing games, participating in chat rooms, gambling or shopping.
- 5.9 Jeopardising the security of access to the internet (or intranet) by disclosing or sharing passwords and/or impersonating others.

6. Internet Monitoring

- 6.1 Internet traffic/activity is monitored by NHS Brent in order to manage the capacity of the network and to improve service delivery
- 6.2 NHS Brent makes use of software to prevent users visiting sites that may contain illegal or pornographic material, or sites that may be deemed to be inappropriate for work purposes. However access to sites should not be regarded as legitimate just because it is possible to access them.
- 6.3 Where legitimate access to a blocked site can be demonstrated a request to unblock the site should be made via the Brent Service Desk, who will follow the Request For Change (RFC) procedure.
- 6.4 The ICT department will not routinely interrogate or release activity logs on individual user activity unless required to do so by law or as part of an ongoing investigation under PCT policies.

7. Disciplinary Procedures

- 7.1 All suspected breaches of this policy will be investigated and may be subject to the Trust's formal disciplinary procedures. Serious breaches may result in immediate suspension and/or termination of contract, under the PCT Performance and Conduct Policy and the Serious Untoward Incident Policy.

8. Monitoring and Review

- 8.1 This policy will be reviewed once a year by the ICT & IG Programme Group. Auditing of this document should be done at least every two years based on monitoring the effectiveness of the policy in line with legislation and guidelines etc. An Audit Tool (Appendix 2) will be used for monitoring purposes. The document Assurance Form (Appendix 3) will be used by Managers to document embedding of policies.

Appendix 1 - Equality Impact Assessment Tool

To be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

Summary

Document Author	Information Governance & Data Protection Officer
Directorate	Finance and Performance
Name of Document / Policy / Strategy / Procedure	Acceptable Use of The Internet Policy
Document Status	New Document <input type="checkbox"/> Existing Document <input checked="" type="checkbox"/>
Associated Policies, Strategies or Procedures	<ul style="list-style-type: none"> • Safe Haven Policy • Information Governance Policy • Acceptable Use of Email Policy • Acceptable Use of Information Systems Policy • Bulk Transfer of (Electronic) Patient Records Policy
Date	

Aim/Status

[a] What is the aim/purpose of the policy/strategy/procedure?
[b] Who is intended to benefit from this policy/strategy/procedure and in what way?
[c] How have they been involved in the development of this policy/strategy/procedure?
[d] How does it fit into the broader corporate aims?
[e] What outcomes are intended from this policy/strategy/procedure?
[f] What resource implications are linked to this policy/strategy/procedure?

Impacts

[a] what is the likely impact [whether intended or unintended, positive or negative] of the initiative on individual users or on the public at large?		
[b] Is there likely to be differential impact on any group? If yes, please state if this impact may be adverse and give further details [e.g. which specific groups are affected, in what way, and why you believe this to be the case]		
[i] Grounds of race, ethnicity, colour, nationality or national origin	<p style="text-align: center;">Please tick box</p> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<p style="text-align: center;">Please tick box</p> Adverse? <input type="checkbox"/> Please give further details

[ii] Grounds of sex or marital Status Women and Men	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[iii] Grounds of gender: Transgender or Transsexual People	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[iv] Grounds of religion or belief: Religious /faith or other Groups with a recognised belief system	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[v] Grounds of disability	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[vi] Grounds of age: Older people, children and Young people	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[vii] Grounds of sexual orientation: Lesbian, gay, bisexual	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[viii] Grounds of carers: Older relatives, children	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
[ix] Grounds of human rights	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Adverse? <input type="checkbox"/> Please give further details
Is the policy directly discriminatory? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Is the policy indirectly discriminatory? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If you said yes, is this objectively justifiable or proportionate in meeting a legitimate aim Yes <input type="checkbox"/> No <input type="checkbox"/>	Is the policy intended to increase equality of opportunity by permitting positive action or action to redress disadvantage Yes <input type="checkbox"/> No <input type="checkbox"/> Please give details.
If the policy is unlawfully discriminatory it must go to a full impact assessment (please Contact the Equality, Diversity & Human Rights Advisor – Human Resources Directorate)		
Persons conducting EqIA		
Signed	Date	

If you have identified a potential discriminatory impact of this procedural document, please refer it to the Equality & Diversity Manager together with any suggestions as to the action required to avoid/reduce this impact.
For advice in respect of answering the above questions, please contact the Equality & Diversity Manager.

Appendix 2 - Audit Tool For The Acceptable Use of The Internet Policy

The following are five questions to assess your understanding and implementation of this policy

(Score yourself - Yes or No)

Do you understand the different definition of documents within the policy?	Yes / No
Do you understand the requirement for the main body of a document?	Yes / No
Do you understand the Ratification Process for documents?	Yes / No
Do you understand the Guidance on the Checklist required for writing documents?	Yes / No
Do you understand the process for reviewing / Archiving / consultation and version control?	Yes / No

If you score No for any of the questions, please re-read the relevant section of the policy. If you are still unclear please contact the author / service for clarification

A copy of this **should** be kept in your personal file and may be used as part of a continuous profession development folder.

Signed..... **Role**.....

Date.....

Appendix 4 - Policy Ratification and Publication

Policy Title (including version)		Date
Acceptable Use of The Internet 2.0		08/07/2010
Reason for Submission (Please Tick)		
Scheduled Review	<input checked="" type="checkbox"/>	New Policy <input type="checkbox"/>
Urgent Amendments (Please specify)	<input type="checkbox"/>	Other <input type="checkbox"/>
<input type="text"/>		
Purpose of Policy		
This policy outlines the acceptable use of the PCT's internet service.		
Supporting Evidence Please state list of reviewers/stakeholders and their job title (use a separate sheet if required) along with evidence of their participation in the review/creation of the policy.		
Reviewers: <ul style="list-style-type: none"> • Head of ICT • Business Systems Manager • Information Governance & Data Protection Officer • Service Support Manager • Head of Information (NHS Brent) • Head of Governance (BCS) 		
New Policy:		
(Please reference sources of Best Practice used, and list applicable legislation)		
N/A		
Reviewed/Amended Policy:		
(Please provide full details of changes made, reference sources of Best Practice used, and list applicable legislation)		
Sources of Best Practice Used: <ul style="list-style-type: none"> • Model Internet Policy available on CfH IG Toolkit KnowledgeBase. • Policy Development Policy. • Connecting for Health Good Practice Guide for Internet and Email Usage. Amendments: <ul style="list-style-type: none"> • Policy Development Policy format. • Disciplinary section added. 		
Policy Equality Impact assessed		
TBC		
Policy Approval		
Name:	Chair of ICT & IG Programme Group	
Signature:		
Date:		
Policy Publication		
Date policy is uploaded on the intranet via the Communications Department		
TBC		
Policy to be e-mailed to Heads of Services to discuss at team meetings and staff		
TBC		
Policy to be audited annually		
TBC - Results to be fed back to ICT & IG Programme Group		