



Internet, Email and Computer Use Policy & User Declaration

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Internet, email and computer use policy & declaration – IT@RAMS

Document Control

Date	Ver #	Change Description	Author
19/08/2009	0.1	First draft	Jon Rolph
07/09/2009	0.2	Input feedback from David K	Jon Rolph
6/12/2009	0.3	Updates Durri CEO details	Jon Rolph
18/01/2010	1.0	Make document IT@RAMS rather than site specific requested by CEOs – First published version	Jon Rolph
1/03/2012	1.1	General review and update including add initial to each page, Re-write Introduction, add 'create' to 5(a) and remove 'Internet' from 8	Jon Rolph
24/09/2012	1.2	Update Authorisers to reflect current organisational structures	Jon Rolph
30/05/2016	1.3	Updated to incorporate Werin independence, new CEOs and RACGP v4 requirements	Jon Rolph
23/05/2019	1.4	Updated to reflect data breach legislation & maintenance of equipment (Clause 10)	Jon Rolph
1/05/2020	1.5	Further improvement to wording within the document & update to CEO details	Jon Rolph
14/07/2020	1.6	Updated following feedback from CEOs at meeting on 7 th May <ul style="list-style-type: none">• Specific inclusion of clinical data confidentiality• Preamble referring to the particular nature of our work• Make site specific	Jon Rolph

Authorisation

Name	Position	Signature & Date
Reuben Robinson	CEO Galambila	17 / 07 / 2020

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1. PREAMBLE

You have received this declaration because you are being provided with access to IT services. These are provided in support of the activities being done by your organisation, which are aimed at improving the health and wellbeing of the Aboriginal community

By signing this declaration, you acknowledge the organisation's stated objective above, and will use the IT services provided with your best efforts to support those objectives.

2. Introduction

IT@RAMS recognises the usefulness of Internet, Email and Computer facilities (together referred to as the "IT Services") as research, communication and work tools. This policy sets out the appropriate standards of behaviour for users accessing all online and computer facilities.

IT Services are provided in support of the goals and objectives of the organisation. Access to IT Services is a privilege. They are provided only to employees who:

- Adhere to the Computer, Email and Internet usage policies.
- Ensure that IT Services are only used in a lawful and professional manner.

Violation of these policies could result in disciplinary and/or legal action, leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy.

All employees are required to acknowledge receipt of and confirm that they have understood and agree to abide by the rules hereunder.

This policy does not form part of an employee's contract of employment or any other contract.

If you are unsure about any matter covered by this policy, you should seek the assistance of your supervisor, the IT Helpdesk or the Regional IT Manager.

3. Scope

This policy applies to all employees of Galambila Aboriginal Health Service (Galambila) and contractors who access or use IT@RAMS IT Services by any means (together, the **User**). It includes the use of IT Services:

- That are inside and outside working hours.
- Located Inside and outside the workplace.
- Including the use of portable computers (including web enabled portable devices such as smart phones), and
- Any other means of accessing the IT@RAMS IT Services, for example, a personal home computer.

The **IT Services** includes, but are not limited to:

- Access to clinical, operational and organisational software
- Copying, saving or distributing files
- Downloading or accessing files from the internet or other electronic sources
- Electronic discussion/news groups
- Email
- File sharing
- File storage
- File transfer
- Instant messaging
- Online discussion groups and 'chat' facilities
- Printing material

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- Provision of hardware and software
- Publishing and browsing on the internet
- Social networking
- Streaming media
- Video conferencing

4. Use of IT Services

Users are entitled to use IT Services for legitimate business purposes.

Users are also permitted to access to IT Services for limited and reasonable personal use. Any such personal use must not have a detrimental impact upon the User's work performance, IT@RAMS resources or violate this policy or any other IT@RAMS policy. Further, the User must not use IT Services for personal use if that use interferes with the efficient business operations of Galambila.

5. Clinical and confidential data

Your access to IT Services may provide you with access to clinical, or other confidential data. It is your responsibility to ensure that you access and use such data in line with all relevant organisational guidelines and legislative requirements.

In particular, your use of data must comply with; AGPAL accreditation guidelines, The Privacy Act 1988 and National Privacy Principles and the Notifiable Data Breach Scheme.

You must;

- Collect only information that has been provided with informed consent and for an agreed and appropriate purpose
- Ensure information is used only in line with the purpose for which it was collected
- Access only information that is necessary for the performance of your role
- Ensure that clinical or confidential information is kept safe when in your possession and not disclosed to anyone that it not entitled to access it
- Report any breaches to security or disclosure requirements related to such information, as soon as possible, to an executive officer within your organisation

6. Guidelines for use of IT Services

Users must comply with the following guidelines when using IT Services:

- i) Users must use the IT Service professionally and appropriately at all times.
- ii) Users must only use their own username/login code and/or password when accessing IT Services.
- iii) Users in possession of IT@RAMS computing equipment (including portable computers) must, at all times, ensure that it is stored or placed in areas with a minimal possibility of theft or damage.
- iv) Users are assumed to be responsible for all actions taken using their personal computer accounts.
- v) Users should protect their personal username/login code and password information at all times and not divulge such information to any other person.
- vi) Users should not use their work account names or email addresses to set up access to any non-work related websites or other IT services.
- vii) Users should ensure that they lock or shut down the computer they are using when leaving it unattended, to ensure that others do not have access to their Email and Computer accounts.

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- viii) If a User receives an Email, which they suspect contains a virus or other malware, they should not open the Email, or any attachments within the Email, and should immediately contact the IT Helpdesk for assistance.
- ix) If a User receives an Email the content of which (including images, text, materials or software) may be in breach of this policy, the User should immediately report the matter to the IT Helpdesk and seek advice on how to proceed. The User must not forward the Email to any other person.

7. Prohibited Conduct

Certain behaviour is considered to be inappropriate use of IT Services and is strictly prohibited. Examples of such prohibited conduct include creating, sending (or cause to be sent), uploading, downloading, using, retrieving, or accessing any material that:

- i) is **obscene, offensive or inappropriate**. For example, material of a sexual nature, indecent or pornographic material;
- ii) causes insult, offence, intimidation or humiliation by reason of **unlawful harassment or discrimination**;
- iii) is **defamatory or incurs liability or adversely impacts on the image** of Galambila or IT@RAMS (defamatory messages or material are damaging to the reputation of a person or group by saying or writing bad things about them that are not true:);
- iv) is otherwise **illegal, unlawful or inappropriate**;
- v) affects the **performance of, or causes damage to**, IT@RAMS computer system in any way;
- vi) gives the impression of or is **representing, giving opinions or making statements on behalf of Galambila** without the express authority of Galambila. Further, Users must not transmit or send documents or emails that are the intellectual property of Galambila (in any format) to any external parties or organisations unless expressly authorised to do so.
- vii) **violate copyright** or other intellectual property rights.
- viii) **breach an individual's privacy**;
- ix) **create any legal or contractual obligations** on behalf of Galambila unless expressly authorised by that organisation;
- x) **discloses any confidential information** of Galambila or any client or supplier of Galambila, unless expressly authorised by that organisation;
- xi) **install software or run unknown or unapproved programs** on IT@RAMS computers;
- xii) **modify** the software or hardware environments on IT@RAMS computer systems;
- xiii) **gain unauthorised access** (hacking) into any computer or attempting to **deprive** other Users of access to, or use of, any IT@RAMS computing system;
- xiv) send or cause to be sent **chain or SPAM Emails** in any format;
- xv) use IT@RAMS Internet, Email or Computer facilities during working hours for **personal gain**. For example, running a personal business using IT@RAMS computers.

8. Blocking Email or Internet Access

IT@RAMS reserves the right to prevent (or cause to be prevented) the delivery of an Email sent to or from a User, or access to an Internet website by a User, if the content of the Email or the Internet website is considered:

- i) **obscene, offensive or inappropriate**.
- ii) **promotes gambling or provides gambling facilities**.
- iii) presents a **risk to the security of computers services or data**, such as internet based email or social networking sites.

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- iv) **causes** or may cause **insult, offence, intimidation** or **humiliation** by reason of unlawful **harassment** or **discrimination**.
- v) is **defamatory** or may incur **liability** or **adversely impacts** on the **image** of Galambila or IT@RAMS.
- vi) is otherwise **illegal, unlawful** or **inappropriate**.
- vii) may **affect** or have the potential to affect the **performance** of, or cause **damage** to or **overload** the IT@RAMS **Computer Network**, or internal or external **communications** in any way.
- viii) gives the impression of or is **representing, giving opinions** or **making statements** of on **behalf** of Galambila **without the express authority** of Galambila.

9. Monitoring of Internet, Email and Computer Use

IT@RAMS advises users that there will be regular auditing of computer, email and internet usage to ensure compliance with this policy.

All incoming and outgoing emails will be archived and can be reviewed with the permission of your CEO.

All web browsing is recorded and can be reviewed with the permission of your CEO.

10. Ownership and access to data

All data that is composed, transmitted and/or received via IT@RAMS computer systems is considered to belong to Galambila. It is recognised as part of their official data and can, therefore, be accessed with the permission of your CEO.

11. Breach of this Policy

Any breach of this policy may result in disciplinary action, including any of the following:

- i) Counselling
- ii) Warning
- iii) Suspension (Permanent or Temporary)
- iv) Termination
- v) for contractors, the termination or non-renewal of contractual arrangements

12. Maintenance & return of equipment

Any equipment provided as part of the IT Service, by IT@RAMS or Galambila, to a User remains the property of IT@RAMS or Galambila.

The User is responsible for:

- Maintaining the equipment in the same state of repair in which it was provided.
- Returning the equipment, at the end of their employment or contract or on request.
- Ensuring that only authorised Users have access to the equipment whilst in their care.
- Taking reasonable steps to prevent the loss or damage of the equipment and any data held on it.

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13. Acknowledgement Statement

Please complete the statement below and initial each page of this document. Once completed this document should be returned to your supervisor and will be kept in your personnel file.

A **copy** of the completed document must be provided to the IT Helpdesk within **five working days** of you first accessing the IT Services.

I acknowledge receiving this policy, which contains important information about conditions for my use of the IT Service. I confirm that I have read and understood the information contained in the policy and agree to comply with the requirements it contains.

I shall not, either during or after my period of employment/engagement with Galambila, except in the proper course of my duties or as permitted by Galambila or as required by law, divulge to any person any confidential information concerning:

- *patient personal, health and financial information*
- *the business or financial arrangements of Galambila or related company*
- *any of the dealings, transactions or affairs of Galambila or related company.*

The contractual arrangement between Galambila and its employees/contractors is founded on trust. I undertake not to knowingly access any confidential information about the business of Galambila, patients or patient medical information, unless such information is essential for me to properly and efficiently perform my duties. I am aware that these conditions extend to unnecessary discussion of confidential information within Galambila. I understand that any breach of this trust will render me liable to disciplinary action, termination and/or civil proceedings.

I further undertake to inform my supervisor immediately if I become aware of any breach of privacy or security relating to the information I access in the course of my duties.

This restriction ceases to apply to any information or knowledge that subsequently comes into the public domain by way of authorised disclosure.

All confidential records, documents and other papers together with any copies or extracts thereof in my possession will be returned to Galambila on the termination of my employment.

Your name:

Signature:

Date:
