



INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS POLICY

Objective

This policy sets out the rules of conduct to be followed by all staff in regard to the use of Information Technology and Telecommunications resources of LMC. The rules concern the behaviour of employees and complement any laws to which the employees are subject.

This policy applies to the use of:

- (a) personal computers, laptop computers, email and the Internet (“IT”); and
- (b) telephones, mobile telephones, fax machines and photocopier machines (“TELECOMMUNICATIONS”).
- (c) Both hardware and software resources applying to both (a) and (b) above.

This is not an exhaustive list.

This policy applies with immediate effect and will be kept under review, particularly with regard to legal changes and changing business needs.

General Rules

Employees using any of the IT and/or Telecommunications resources of LMC internally or externally by doing so automatically accept the rules specified in this policy, as well as any rules specific to the site where they are working.

LMC provides the IT and Telecommunications resources to its personnel in all confidence for their proper use. In return, employees must respect the resources entrusted to them as they would for other LMC property.

Any message, whether vocal or electronic, remains the responsibility at law of the sender and LMC will hold employees who use our resources illegally fully accountable.

Any abuse or illegal use of the network may result in sanctions, such as withdrawal of access rights, disciplinary actions, reporting to appropriate authorities or other measures. Disciplinary actions are covered in LMC’s *Disciplinary Rules and Procedure*.

Use for work-related training and education is permitted with the approval of your Manager.

Incidental and occasional personal use is also permitted, provided it does not contravene any of the prohibited uses detailed below and is neither habitual nor frequent in nature, nor compromises the business of LMC. Typically this could be during a normal lunch or other authorised work break.

Monitoring

The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 allow us to monitor use of IT and Telecommunications systems including recording telephone calls without consent in certain circumstances, in order to:

- **establish the existence of facts;**
- **determine whether or not a communication relates to the business;**
- **ensure compliance with regulatory or self-regulatory rules or guidance;**
- **monitor standards of service and training;**
- **maintain effective operation of systems;**
- **combat crime and unauthorised use; or**
- **ensure national security.**

(a) IT

LMC uses and maintains IT resources that include a private network and connections to public networks and the Internet, with the objective of assisting personnel to accomplish their functions. LMC clients and nominated suppliers may share these resources, but only for strictly professional purposes.

Security

A user password is for the sole use of that individual. The security and protection of individual passwords is a prime responsibility of the individual owner of the password.

Should an employee have concerns that their password is no longer private, they should contact the Network Administrator.

Removable Media

This covers (but is not limited to) floppy disks, CD ROMS, DVD ROMS, removable hard drives, USB memory sticks, camera media cards.

When used in systems outside LMC's control, it is the employee's responsibility to ensure that confidential information is not passed on to or copied by unauthorised users.

Equally, there is a responsibility to ensure that removable media are not used to introduce unwanted material (viruses, malware, adware or prohibited items) to LMC's own systems.

Prohibited Uses

Prohibited uses of LMC's IT systems include (but are not limited to) the following:

- In compliance with the law and LMC's *Equal Opportunities Policy*, LMC prohibits the use or transmission of material or images of an obscene, defamatory, pornographic, religious, racist, sexist, ageist or chauvinistic nature, or concerning any personal handicap to any other party, whether the other party is an employee or other person or group of people or organisation.
- Copying or transmitting data protected by the copyright and related laws, without copyright or similar authorisation.
- Copying licensed software purchased by LMC on computers not owned by LMC and the making of a secondary copy of such software for use on any computer not owned by LMC (including laptops and home computers).
- Introduction or installation of software, unlicensed or otherwise. Should you wish to install software, please contact the Network Administrator.
- Distribution of non-work emails with attachments (executable programmes, games, screen savers and documents can all contain viruses).
- Import, transmission or playing of computer games other than those installed with the operating system.
- Use of "screensavers" or "wallpaper" other than those installed with the operating system.
- Knowingly introducing or spreading computer viruses.
- Attempts to evade security controls, including the unauthorised use of passwords to gain access to another user's information or communications.
- Sending messages that might damage the reputation of LMC or of its clients or others with whom it has professional relationships.
- Use of systems to solicit any professional business other than the business of LMC.
- Distributing unsolicited advertising.

- Unauthorised fundraising of any kind.
- Use or transmission of material of a political or trade union nature, other than NIPSA material.
- Sending, forwarding, redistributing or replying to “chain letters”.
- Sending threats.
- Violations of privacy.
- Inappropriate communication of information concerning LMC or its activities.

For the avoidance of doubt, the location of a prohibited item or items in a personal or password-protected part of LMC network (whether stored on the active network or local drives) does not exclude an individual from the above prohibitions.

Employees who are in receipt of unsolicited communications which may breach the prohibited uses should delete them, without that particular action itself constituting an offence under this policy. If this becomes a regular occurrence or causes particular concern, please inform the Network Administrator.

Printing

- LMC provides printers for the purposes of the business. However it acknowledges that staff may wish to use them for personal purposes from time to time. The current charge of 3p per A4 sheet of normal text (5p per sheet for pictures or dense text) will apply in such cases and you are requested to give the money to a member of the Accounts team.

(b) Telecommunications

The same General Rules as outlined for IT apply to the use of telephones, mobile telephones and fax machines.

LMC accepts that it is reasonable to make occasional personal calls of short duration in company time. However this is restricted to any call within the British Isles, using a land line wherever possible. Any other call outside the British Isles or premium line number (09 number) can only be made with the express permission of your Manager. These calls may be charged for. Abuse of the above may be dealt with under LMC’s Disciplinary Rules & Procedures.

Telephone

- Do not, other than with the express permission of the individual, give out home addresses or telephone or mobile numbers (private or business) of any member of

staff or Commission member – you may take the telephone number of the person making the request and pass this on to the member of staff concerned.

- Do not take telephone calls from people who are not prepared to identify themselves and who are unwilling to give a number for a return call if this is appropriate. It is not Commission policy to accept or process anonymous or abusive phone calls.
- In the case of an abusive phone call, take the following steps:
 - Stay cool and calm.
 - If abuse becomes extreme state clearly “We cannot continue like this, please give me your phone number and I will call you back”.
 - Repeat refusal to continue twice more, then calmly say “I’m sorry, I don’t have to listen to this and I will put the phone down if you continue”.
 - Should the caller continue in an abusive manner, you may now hang up.

Mobile telephone

- Do not use while driving, unless with a hands-free kit.
- As a courtesy, mobiles should be switched off in meetings.
- Calls to and from personal mobiles must be kept to a minimum so as not to disrupt the business of LMC.

Photocopying

- LMC provides photocopiers for the purposes of the business. However it acknowledges that staff may wish to use them for personal purposes from time to time. The current charge of 2p per A4 sheet (3p per A3 sheet) will apply in such cases and you are requested to give the money to a member of the Accounts team.