



National Trust

WESTERN AUSTRALIA

OPERATIONAL POLICY AND PROCEDURES

Policy Name :	Information, Communication & Technology - National Trust of Australia (WA) Internet and Email Usage
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Date of Last Revision: 2016

POLICY: - The use of the internet & email services by staff, councillors, contractors, wardens, volunteers and visitors of the National Trust of Australia (WA) is to be in a manner that is lawful and consistent with the Trust's Code of Ethics and other policies of the organisation. Personal use of the internet is permitted where it does not impact on the normal execution of a person's duties and/or the business of the Trust.

BACKGROUND:

This policy covers the use of the Internet and Email through NTWA¹ owned and operated internet & email technologies and electronic equipment, including mobile devices such as smartphones and tablets.

Introduction

Approved users include councillors, contractors, wardens, volunteers and visitors of NTWA.

The purpose of this policy is to:

- Establish conditions and provides guidelines for the use of the internet & email services by staff and approved users of the National Trust of Australia (WA).

¹ NTWA – The National Trust of Australia (WA)

COMPLIANCE:

Responsibility

All staff & approved users using the NTWA internet and email services share responsibility to ensure: -

- NTWA resources are used ethically, economically and efficiently;
- Each individual is accountable and responsible for the use of NTWA resources.

Directors and Managers are responsible to: -

- Ensure that staff & approved users are aware and understand this policy;
- Where possible monitoring and enforcing this policy; and
- Providing leadership by example.

Surveillance

Internet usage is automatically monitored by the network operating system, which includes a record of access and usage of individual networked machines. These records are retained in line with the Trusts Records Management policy and may be complemented with random audits of organisation internet usage.

The Trust reserves the right to place any user under direct surveillance to ensure policy compliance. Such a right will only be exercised at the direction of the Chief Executive Officer and the user will be informed of such surveillance.

PROCEDURES:

Access

- Each member of staff is entitled to access the internet through a workstation or laptop and the network username issued to them.
- Each member of staff is entitled to a NTWA email address, which will be in the form of firstname.surname@ntwa.com.au
- Approved users may be provided access to the internet and/or email account based upon a detailed explanation for that requirement, authorisation from the relevant Director and endorsement from the Manager, Information Communication & Technology Services.
- Temporary access to the NTWA corporate network and internet may be provided through the use of the TempS1 or TempS2 network accounts or the Trust's wireless network. This access will only be of a temporary nature and requires the approval of the

relevant Director and endorsement of the Manager, Information Communication & Technology Services.

- From time to time there may be required a generic email account for a particular event or activity (e.g. Trust Events, Heritage Festival). Such accounts will only be established with the authorisation of the relevant Director and endorsement of the Manager, Information Communication & Technology Services. Responsibility for the management of these accounts will be assigned to a single individual NTWA staff member.
- Staff & approved users that require access to a mobile device or electronic equipment to access internet and/or email services may be provided that equipment based upon a detailed explanation for that requirement and authorisation from the relevant Director and endorsement from the Manager, Information Communication & Technology Services.

Permitted Use

- The use of the internet & email services and technologies by staff & approved users is to be in a manner that is lawful and consistent with the Trust's Code of Ethics and other policies of 'The National Trust of Australia (WA)'.
- Personal use of the internet and email services is permissible under the following conditions
 - Is infrequent and brief;
 - In your own time;
 - Does not impact on the business of the National Trust;
 - Is not of a commercial nature; and
 - Where use is of a National Trust email account that the personal nature of the communication is made clear.
- All staff & approved users making use of the Trust internet and/or email services should be aware that they do not have the same rights to privacy as they would if using a private device.

Approved Email Block

- All external sponsorship branding is strictly prohibited in the email block unless approved by the CEO.
- All NTWA email accounts sending outbound emails must be accompanied with the following formatted approved email signature block at the end of the email.

1. The MS Outlook email block is made up of a number of components: -

ALL FONTS should be Calibri and the line space 12pt

- **Name:** 12pt BOLD, Colour Orange RGB: 220/88/42 (#DC522A)
- **Title:** 12pt, Colour Grey RGB: 121/121/121 (#797979)
- Line space.
- **Logo:** NTWA Logo Master – horizontal.png: height 1.6cm: Width 6.93cm.
- Line space
- **Social media icons:** As displayed (Grey palette)
- Line space
- **Organisation/ABN/Address:** 12pt, Colour Grey RGB: 121/121/121
 - 3 lines
 - Website and line dividers Orange RGB: 220/88/42. (Website not underlined)
- Line space
- **Phone/Mobile (Optional)/Fax/Email:** 12pt, Colour Grey RGB: 121/121/121
 - t,m,f,e 12pt BOLD, Orange RGB: 220/88/42. (email address not underlined)
- Line space
- **Disclaimer:** 9pt, Colour Grey RGB: 121/121/121 (Trust email address not underlined)

2. The Webmail email block is made up of a number of components: -

ALL FONTS should be Calibri and the line space 12pt

- **Name:** 12pt BOLD, Colour Orange RGB: 220/88/42
- **Title:** 12pt, Colour Grey RGB: 121/121/121
- Line space.
- **Organisation/ABN/Address:** 12pt, Colour Grey RGB: 121/121/121
 - 3 lines
 - Website and line dividers Orange RGB: 220/88/42. (Website not underlined)
- Line space
- **Phone/Mobile (Optional)/Fax/Email:** 12pt, Colour Grey RGB: 121/121/121
 - t,m,f,e 12pt BOLD, Orange RGB: 220/88/42. (email address not underlined)
- Line space
- **Disclaimer:** 9pt, Colour Grey RGB: 121/121/121 (Trust email address not underlined)

Please note: - Only NTWA mobile phone number allowed. To be placed after telephone

Logo - S:\Community Services\Policies and procedures\Style Manual\New Style Manual
NTWA\Logos\NTWA Master Logo\PNG\ NTWA Logo Master – horizontal.png

Social media icons - S:\Community Services\Policies and procedures\Style Manual\New Style Manual NTWA\Digital\NTWA Social Media Icons\Light Gum\

MS Outlook Example

Julian Donaldson

Chief Executive Officer



National Trust of Western Australia | ABN 83 697 381 616
The Old Observatory, 4 Havelock St West Perth WA 6005
PO Box 1162 West Perth WA 6872 | nationaltrust.org.au/wa

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DISCLAIMER: The information contained in this email is confidential and is not for distribution without the author's prior consent.

Webmail Example

Julian Donaldson

Chief Executive Officer

National Trust of Western Australia | ABN 83 697 381 616
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Please Note:

- Direct land lines to a staff member is not allowed in the email block
 - All head office inbound calls to go thru 'Reception'

Approved MS Outlook Email Block with Promotion of Programs/Events

- All NTWA programs/events using unique promotional branding is allowed to be placed in the approved MS Outlook email block after completing the following steps: -
 1. CEO approval for Program/Event.
 2. Advice of approval to the Manager, Information Communication Technology Services.
 3. Manager, Information Communication Technology Services advises staff of changes to email block with any instructions to insert promotional branding and/or hyperlinks to promotional branding.

Webmail

No branding images are allowed in Webmail Email block

MS Outlook Example (Email Block with Promotion of Programs/Events)

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Please Note: - All staff to delete promotional branding in approved email block 1 day after program/event end date.

Prohibited Use

- The Trust's internet and email services must never be used for the following purposes: -
 - Creating or sending content that may damage the Trust's interests or reputation;
 - Distributing or receiving offensive or pornographic material;
 - Representing yourself as someone else;
 - Violating any law or the rights of any person, e.g. Privacy Legislation;
 - Distributing/receiving illegal or pirated software or other forms of data;
 - No software to be installed on NTWA equipment without authorisation
 - Engaging in activity that may threaten the computer network, including the transmission of network configuration information to an external party;
 - Engaging in activity that may threaten the computer network, including visiting websites that are known to transmit malware;
 - Engaging in activity that may bring the Trust into disrepute;
 - Communicating confidential or culturally sensitive information when not authorised to do so;
 - Engaging in commercial activities other than the business of the National Trust;
 - Providing access to the NTWA network without permission;
 - Representing personal views as if they are the views of the organization; and
 - Harassing, insulting or attacking others (including passive aggressive electronic communication).

BREACHES AND ENFORCEMENT:

Any staff member or approved user using the NTWA internet or email service who knowingly acts contrary to the provisions of this policy may be subject to action as directed through the Chief Executive Officer.

PUBLICATION OF POLICY:

The Information, Communication & Technology Corporate Internet and Email Usage policy & procedures (as amended from time to time) shall be published on the NTWA Intranet (MyNTWAPortal)

RELATED POLICIES & INSTRUCTIONS:

- Information, Communication & Technology - National Trust of Australia (WA) Acceptable Use Standards policy.
- Information, Communication & Technology - National Trust of Australia (WA) ICT Corporate Password policy.
- Information, Communication & Technology - National Trust of Australia (WA) Mobile Devices policy.
- Administration – Event Management policy.

APPROVED:

 (Signature) 2/11/16
Chief Executive Officer
National Trust of Australia (WA)

ADDITIONAL INFORMATION (Optional): N/A

CONTROL AND REVIEW SCHEDULE:

First Approved _____ (Date format DD MMM YYYY)
Periodic Review Every Three Years
Next Review Date 2019 (Date format YYYY)
Intranet Web Page: http://myntwaportal/SitePages/sr_policies.aspx
RecFind File No: _____
RecFind EDOC No: _____