

## INTERNET ACCESS PROCEDURE

### PURPOSE:

The purpose of this procedure is to provide guidelines and procedures for all staff who are deemed to require internet access to assist in the fulfillment of their position responsibilities and duties.

A further purpose of this policy is to make those persons responsible and accountable for the security and integrity of the corporate data and systems as referred to in the Computer User Policy section 5, Internet and Email.

### DEFINITION:

Appropriate Use: Responsible, cooperative, community-minded behavior/use that protects the common good and promotes the legitimate goals of the City.

Inappropriate Use: Pornographic material (pictures, stories, etc), hate literature, propaganda, streaming video/audio/radio/stock ticker.

Personal/Recreational Use: Sports, entertainment, banking, employment

### PROCEDURE:

- Employees must sign a User Agreement indicating their agreement to abide by the City's regulations regarding its Internet use prior to the employee being granted access.
- Employees are allowed Internet access through the City for the purpose of City of Airdrie business during work hours.
- Employees are allowed Internet access through the City for personal/recreational use, **except during work hours.**
- Employees are **not allowed** Internet access through the City **for inappropriate use at any time.**
- Security of corporate data and resources is everyone's responsibility – lock up, log out!
- Employees understand that information security and protection against viruses is crucial to the integrity of corporate data.
- Employees are allowed to download authorized files.
- Employees can update requests when prompted for; Media Player, Adobe, Quick Time. Employees are **not allowed** to accept any Windows related updates.
- Employees are **not allowed** to install any software **at any time.**
- Email must not contain password or security information.
- Email content should reflect appropriate business wording.
- Employees understand that email can contain viruses, email is not secure, and forwarded email can be altered.

- Information Systems has the right to audit all Internet access through the City.
- Information Systems has the right to restrict Internet access to sites and other resources that contain inappropriate materials for employee use.
- Information Systems has the right to block email messages containing inappropriate words.
- Employees who breach the provisions outlined in the Internet Guidelines in any manner, will result in the following consequence:
  - Team Leaders and Human Resources will be notified of the offence and the issue will be dealt with in accordance with the Personnel Policy, which may include denial of internet access for the individual or team.
- **EMAIL INFORMATION:**
  - Emails Live Forever. Deleting an email message from an account does not destroy the message. The email message does remain on the email server until it is eliminated. Only send emails that can live forever.
  - Emails cannot be Controlled Once They Are Sent. Once emails are sent, there is no ability to control who sees them. Emails sent over the Internet cannot be "retrieved." Always write emails assuming that they can be seen by anyone.
  - The Internet/Email is a resource of the City of Airdrie. The Internet/Email is a valuable business asset. Personal/recreational use of the Internet is only allowed during non-working hours. All messages and files composed, sent or received using the Internet/Email are and remain the property of the City of Airdrie.
  - Prohibited Uses of the Internet/Email. The general policies regarding employee communications also apply to communications made using the system. The Internet/Email should not be used to send, receive, store or display communications or files that:
    - infringe any third party intellectual property or publicity/privacy right
    - violate any law or regulation
    - are defamatory, threatening, insulting, abusive or violent
    - might be construed as harassing, derogatory, disparaging, biased or discriminatory based on a person's age, sex, race, sexual orientation, religion, disability, national origin or any other protected classification
    - are obscene, pornographic, harmful to minors, child pornographic, profane or vulgar
    - contain any viruses, Trojan horses, worms, time bombs, cancelbots or other computer programming routines that are intended to damage, detrimentally interfere with, secretly intercept or expropriate any system, data or personal information, or
    - are solicitations or advertisements for commercial ventures, religious or political causes, outside organizations or other non-job related activities. Under no circumstances may the Internet/Email be used to gain unauthorized access to third party resources.

- Do Not Expect Privacy. Information Systems may access, read, monitor, intercept, copy and delete your communications; however, Information Systems would do so only when there is a legitimate business reason, for example, if suspecting any violation of law, breach of security, or violation of the policies. Communications may be disclosed to third parties if appropriate. Do not expect privacy in any email account or any communications on the Internet.
- Do Not Always Believe What Is Seen. Always evaluate the quality of information sources on the Internet. Since anyone can publish information on the Internet, do not assume that information available over the Internet is correct. If there are any doubts about the currency of material being viewed, please contact Information Systems.
- Help Maintain Security. Information Systems has measures in place to ensure network security but any network is not perfectly secure and is susceptible to break-ins. Therefore we need users help to maintain security.
- System Integrity. Do not use the System in a way that disrupts or degrades its performance, for example, attempting a large file download during peak usage periods. There are limits on the amount of data that can be stored on the System.
- City of Airdrie Communications. Every time an email is sent that contains our domain name (Airdrie.ca) or transmit files using our System, third parties may interpret these communications as official City of Airdrie communications or legally-binding statements of the City of Airdrie. Therefore, at minimum, avoid using the System to make any statements or take any action which might be interpreted as a press release or publicity statement without approval.
- Third Party Materials. Do not redistribute third party materials, particularly email attachments, without prior authorization by those third parties, Information Systems and, if necessary, our counsel. Articles, photos, graphics, sound files and other attachments are generally the intellectual property of some other party, in which case redistribution can create liability for the City. Do not assume that anything downloaded from the Internet is protected by intellectual property laws, and do not make further use without approval from Information Systems.