



Torquay Bowls Club

12 - Information Technology (IT) Policy

Responsible Department - BOM

Date Approved - March 2024

Next Review 2 years

Introduction

The internet and social media can cause significant club legal and/or embarrassing damage. Compliance to this policy should eliminate negative outcomes.

Scope

This covers all internet access and use of all types of social media at the club on the clubs IT equipment

Definition

Correct and proper use of the internet by all members, staff and any other person who the club allows to access the internet using the club IT equipment

Manager responsibility

To ensure those under the managers control understand and comply to this policy

Internet Use

The internet is provided by Torquay Bowls Club for business/club use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g., pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff and others need to be aware that some forms of internet conduct may lead to criminal prosecution.

Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.

4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion and lower data use.
5. All emails sent must include the approved business disclaimer.

To protect Torquay Bowls Club from the potential effects of the misuse and abuse of email, the following instructions are for all users:

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Torquay Bowls Club:
 1. in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
 2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
 3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
 4. When using email, a person must not pretend to be another person or use another person's computer without permission.
 5. Excessive private use, including mass mailing, 'reply to all' etc. that are not part of the person's duties, is not permitted.
 6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.
- This policy also applies to all members, employees, contractors and sub-contractors of Torquay Bowls Club; who:

have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, Twitter and Snapchat;
write or maintain a personal or business' blog; and/or
post comments on public and/or private web-based forums or message boards or any other internet sites.

This policy does not form part of an employee's contract of employment. Nor does it form part of any contractor or sub-contractor's contract for service.

Professional Use of Social Media

Torquay Bowls Club expects its employees and others to maintain a certain standard of behaviour when using Social Media for work or personal purposes. This policy applies to all employees, contractors and sub-contractors of Torquay Bowls Club who contribute to or perform duties such as:

- maintaining a profile page for Torquay Bowls Club on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snapchat);
- making comments on such networking sites for and on behalf of Torquay Bowls Club;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Torquay Bowls Club; and/or
- posting comments for and on behalf of Torquay Bowls Club;
- on any public and/or private web-based forums or message boards or other internet sites.

Procedure section.

- No Employee, contractor, sub-contractor or other of Torquay Bowls Club is to engage in Social Media as a representative or on behalf of Torquay Bowls Club unless they first obtain Torquay Bowls Club's written approval.
- If any employee, contractor or sub-contractor of Torquay Bowls Club is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of Torquay Bowls Club;

All employees, contractors and sub-contractors of Torquay Bowls Club must ensure they do not communicate any:

- Confidential Information relating to Torquay Bowls Club or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of Torquay Bowls Club without

their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

- Confidential Information including any information in any form relating to Torquay Bowls Club; and related bodies, clients or businesses, which is not in the public domain.

Private / Personal Use of Social Media

Procedure

- Torquay Bowls Club acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by. However, inappropriate behaviour on such sites has the potential to cause damage to Torquay Bowls Club, as well as its employees, clients, business partners and/or suppliers.
- For this reason, all employees, contractors and sub-contractors of Torquay Bowls Club; must agree to not publish any material, in any form, which identifies themselves as being associated with Torquay Bowls Club, or its clients, business partners or suppliers.
- All employees, contractors and sub-contractors of Torquay Bowls Club; must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:
 - is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Torquay Bowls Club;
 - or its clients, business partners or suppliers;
 - is defamatory or could adversely affect the image, reputation, viability or profitability of Torquay Bowls Club, or its clients, business partners or suppliers; and/or contains any form of Confidential Information relating to Torquay Bowls Club, or its clients, business partners or suppliers.
- All employees, contractors and sub-contractors of Torquay Bowls Club; must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of

employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

- Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of Torquay Bowls Club's computer network. For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or Social Media: