

# HOME-START BRACKNELL FOREST

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## Home-Start Bracknell Forest E-mail, Internet And Telecommunications Policy

### Policy

The use of the e-mail, internet and telecommunications system within Home-Start Bracknell Forest is encouraged as its appropriate use facilitates communication and improves efficiency. This policy provides guidance on the correct use of the e-mail system and explains the scheme's response to inappropriate use.

### Procedure

1. The e-mail, internet and telecommunications system is available for communication on matters directly concerned with the activities of Home-Start.
2. Employees sending emails or text messages should adopt a style and content consistent with the standards expected by Home-Start Bracknell Forest from written communication and in accordance with the ethos of the organisation.
3. E-mails, text messages and voicemails messages should only be sent to those employees/trustees/volunteers for whom they are relevant.
4. E-mails, text messages and voicemail messages should not be used as a substitute for face-to-face communication where this is more appropriate.
5. If the message is confidential, the employee must ensure that necessary steps are taken to protect confidentiality.
6. Home-Start Bracknell Forest will not tolerate the use of the system for any of the following:

*E-mail, Internet and Telecommunications*

*Adopted: 3<sup>rd</sup> March 2010*

*To be Reviewed: 2013*

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*18 September 2015*

- sending any message by any method that could constitute bullying or harassment
  - sending any message by any method with an obscene, indecent, racist or illegal content
  - personal use (except where such use has been authorised by the employee's manager)
  - on-line gambling
  - accessing pornography
  - downloading music.
7. Home-Start may monitor and record e-mails, text messages, voicemail and telephone calls to ensure compliance with this policy.
  8. Employees covering the work of colleagues will have access to e-mails (and work mobile phones if appropriate) in order to carry out the colleague's duties also in the normal course of their duties.
  9. Users must ensure that critical sensitive information is not stored solely within the e-mail system. Hard copies must be kept, or stored separately on the system. If necessary, documents must be password protected.
  10. Users are required to be familiar with the requirements of the Data Protection Act 1998 and to ensure that they operate in accordance with the requirements of the Act.
  11. Employees who feel they have cause for complaint as a result of any communications should raise the matter initially with their manager. If necessary, the complaint can then be raised through the grievance procedure.

Any unauthorised use of e-mail, telephones (landlines and mobiles) or the Internet, or failure to follow this policy, is likely to result in disciplinary action including summary dismissal.

Date policy adopted: 3<sup>rd</sup> June 2015

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*Adopted: 3<sup>rd</sup> March 2010*

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*Date last reviewed by HSUK (this version): Feb 2015*

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Signature of Chair: Hilary Mason

Date policy to be reviewed June 2018

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