Internet Use Policy

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CIO		IT Security & Resilience Manager
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Linked procedural documents	N/A
Dissemination requirements	All staff
Part of Trust's publication scheme	Yes

The East of England Ambulance Service NHS Trust has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the Trust, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed-term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Trust.

All Trust policies can be provided in alternative formats.

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Appendices

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1.   Introduction

1.1   This Policy sets out the East of England Ambulance Service NHS Trust (the Trust) position with regard to the use of the internet. This Policy applies to all staff at the Trust including staff who may not be directly employed by the Trust (e.g. agency staff, contractors, self-employed consultants).

1.2   This policy applies to all equipment owned by the Trust which is capable of accessing the internet including, but not limited to, desktop PCs, laptops, tablets and Smartphones.

1.3   Access to the Internet is provided on all PCs which are approved in the basic build throughout the Trust, by logging onto the Trust's Local Area Network the individual agrees to the terms and conditions of this policy.

1.4   Internet access for non-Trust owned equipment is available on a limited number of sites via the guest wireless. This is strictly for business use only, examples being external companies providing training or giving presentations, meetings with external organisations or members of the public in attendance, or for staff to use personal devices when receiving training so they can access external resources.

2.   Purpose and Scope

1.1   The purpose of this Policy is to ensure that the internet is used in an appropriate way, and to make staff aware of what the Trust considers to be an acceptable use of this communication medium. This Policy also sets out how the use of the internet is monitored by the Trust.

3.   Duties

3.1   The IT Security and Resilience Manager is responsible for ensuring that this Policy is implemented and monitored.

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4. Definitions

N/A

5. Internet Use

5.1 The internet is a valuable tool that can support the work of the Trust in a number of ways. The Trust will provide staff (where this is required) with the appropriate and authorised software for accessing the internet. The Trust retains the copyright of any material posted to any forum, newsgroup or web page by any member of staff during the course of their duties.

5.2 The following list of guidelines is not exhaustive and the Trust may add to it from time to time or may treat other actions or conduct as constituting a breach of the spirit of this Policy.

5.3 Internet access needs to be restricted to maintain operational effectiveness and to fulfil our obligations to both national policy and legislation. With numerous IT systems requiring connection to services outside of the Trust bandwidth is critical and must be protected, and where necessary bandwidth for Internet access will be restricted to ensure critical functions are not affected, this includes disconnecting the guest wireless if traffic is such that it interferes with day to day business functions.

5.4 Agreed access levels are listed in Appendices A and B, these are designed to allow staff to access information relevant to their role.

5.5 You may use the internet for work related purposes. You are not permitted to use the internet for personal or private purposes unless such use does not expose the Trust to any expense and does not interfere with the performance of your duties. Such use should take place during your own time (e.g. meal break) and must conform to the guidelines set out in this Policy.

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5.6 The use of the internet for personal purposes must be kept brief and be reasonably necessary, whether connected with family, social or other personal needs.

5.7 Staff are not permitted to visit sites containing material of the following nature under any circumstances:

• Games or gaming material.

• Adult material of a sexual or pornographic nature.

• Sites offering gambling services.

• Sites dedicated to any sort of propaganda, which encourages the oppression of a specific group of individuals, for example racist or sexist sites.

5.8 Trade union representatives are entitled to use the internet facilities for legitimate trade union business to communicate with members and full-time union officers. Staff may use the internet to communicate with their trade union officials.

5.9 You must not attempt to download, install and/or use any unauthorised or unlicensed software on the Trust's hardware.

5.10 You must not attempt to download, install or use any software, routines or files for entertainment purposes such as (but not limited to) video or audio or gaming. Examples of such files are MP3, MPEG, AVI, etc. Anyone in doubt should seek advice from a member of the IM & T Directorate before attempting to download such files.

5.11 You must not use the internet via a Trust device to conduct private or freelance work for the purposes of commercial gain.

5.12 Some materials you find on the internet are copyright works belonging to third parties. You must not print, download or in any way attempt to reproduce or disseminate any document or material from the internet unless you are sure it is not protected by copyright. You must check with a senior member of staff if you are ever in doubt.

5.13 It is strictly prohibited to download, print, reproduce or disseminate any document, content or image or material that

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is indecent, grossly offensive, obscene or threatening/menacing and/or intending to cause distress to any individual or group. Any breach of this rule is likely to constitute gross misconduct and could result in summary dismissal.

5.14 You must not use internet communications to attempt any unauthorised access to resources (i.e. 'hacking').

5.15 Downloading and/or the viewing of pornography may constitute a criminal offence, and the police will be notified accordingly.

5.16 You should report to your manager any instances where inappropriate sites have been accessed unintentionally (e.g. typographical errors, pop-ups etc).

5.17 All downloaded files will be automatically subject to virus checks, carried out by software that has been installed on all PCs capable of accessing the Internet. It is a disciplinary offence to attempt to disable this software.

5.18 Non-compliance with this policy may be result in disciplinary action being taken.

6. Monitoring of Internet Use

6.1 You should notify your manager or a member of the IM&T Directorate immediately if you suspect that there has been any unauthorised use of the internet by any member of staff.

6.3 All internet activity is logged automatically on a central web monitoring application. This data can be sorted by user and is archived so historical data can be accessed. All internet activity is logged, including each site and pages within a site that have been accessed. The time and date stamp of the visit and the duration spent on each site and page is also recorded.

6.4 Monitoring internet access would occur for reasons including, but not limited, to the following:

• Technical maintenance or problem resolution.

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• Under subpoena, or a discovery request in a legal action.

• During an investigation into alleged misconduct, including unauthorised or excessive use of the internet, or in connection with the prevention or detection of criminal or illegal actions.

• As part of an investigation concerning compliance to Trust policies.

• To establish the details of transactions or other matters relevant to the business of the Trust.

• To ensure compliance with regulatory or self-regulatory practices and procedures relevant to the business of the Trust.

6.5 Requests for Internet Access records can be made by emailing the SARs team: SARS@eastamb.nhs.uk

Appendix A – Monitoring Table

What	Who	How	Frequency	Evidence	Reporting arrangements	Acting on recommendations	Change in practice and lessons to be shared
Internet use	Designated individuals in the Systems and Infrastructure team	Using the web filtering management console	Monthly	Reports generated from the management console	Reports will be sent via line management	Breaches of policy will be reported to line managers of individuals	Breach of policy may lead to disciplinary or legal action being taken.

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Appendix B – Equality Impact Assessment

EIA Cover Sheet	
Name of process/policy	Internet Use Policy
Is the process new or existing? If existing, state policy reference number	POL047
Person responsible for process/policy	IT Security & Resilience Manager
Directorate and department/section	IM&T
Name of assessment lead or EIA assessment team members	Chief Information Officer
Has consultation taken place? Was consultation internal or external? (please state below):	Internal

The assessment is being made	Guidelines	
	Written policy involving staff and patients	X
	Strategy	
	Changes in practice	
	Department changes	
	Project plan	
	Action plan	
	Other (please state) Training programme.	

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Equality Analysis

What is the aim of the policy/procedure/practice/event? To provide instruction and guidance with regards to the use of the internet.

Who does the policy/procedure/practice/event impact on?

Race	☐	**Religion/belief**	☐	**Marriage/Civil Partnership**	☐
Gender	☐	**Disability**	☐	**Sexual orientation**	☐
Age	☐	**Gender re-assignment**	☐	**Pregnancy/maternity**	☐

Who is responsible for monitoring the policy/procedure/practice/event? IT Security & Resilience Manager

What information is currently available on the impact of this policy/procedure/practice/event? None

Do you need more guidance before you can make an assessment about this policy/procedure/ practice/event? No

Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the following protected characteristics? Yes/No, If yes please provide evidence/examples:

Race	☐	**Religion/belief**	☐	**Marriage/Civil Partnership**	☐
Gender	☐	**Disability**	☐	**Sexual orientation**	☐
Age	☐	**Gender re-assignment**	☐	**Pregnancy/maternity**	☐

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Please provide evidence:

This policy does not have any impact on any protected characteristics

Are there any concerns that this policy/procedure/practice/event could have a negative impact on any of the following characteristics? Yes/No, if so please provide evidence/examples:

Race	☐	**Religion/belief**	☐	**Marriage/Civil Partnership**	☐
Gender	☐	**Disability**	☐	**Sexual orientation**	☐
Age	☐	**Gender re-assignment**	☐	**Pregnancy/maternity**	☐

Please provide evidence:

This policy does not have any impact on any protected characteristics

Action Plan/Plans - SMART

Specific

Measurable

Achievable

Relevant

Time Limited

Evaluation Monitoring Plan/how will this be monitored?

There is zero impact on any "characteristic" therefore there is no need to monitor.

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Appendix C – Default Internet Access

Alcohol & Tobacco

Arts

Blogs & Forums

Business

Computing & Internet

Education

Fashion & Beauty

Finance & Investment

Food & Dining

Government

Health & Medicine

Hosting Sites

Infrastructure

Job Search & Career Development

Kids Sites

Motor Vehicles

News

Philanthropic & Professional Orgs.

Photo Searches

Politics

Real Estate

Reference

Religion

Search Engines

Sex Education

Shopping

Society & Culture

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Sports

Streaming Media

Travel

Web-based Email

Policy Exception – Allows for deviations from policy whereby general access would not normally be permitted for any reason. Examples would be access to specific sites or categories for a particular role or project, either temporarily or permanent.

Technical Access – Specifically for IT support staff. Access is the same as the default level with the addition of sites for remote technical support and downloads, where allowing general access would introduce security vulnerabilities.

Specialist Access – Individuals whose role requires them to access specific sites that fall under the standard blocked category, i.e. Safeguarding.

Communications Access – Specifically for the Communications Team to allow them to monitor various news streaming sites.

Exemptions are in place to all staff for access to the Sky News live stream for operational reasons, also to Youtube, primarily for training and education.

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Appendix D – Eastamb Internet Access Levels

Blocked categories:

Adult/Sexually Explicit

Advertisements & Pop-Ups

Chat

Criminal Activity

Downloads

Entertainment

Gambling

Games

Hacking

Illegal Drugs

Intimate Apparel & Swimwear

Intolerance & Hate

Peer-to-Peer

Personals and Dating

Phishing & Fraud

Proxies & Translators

Ringtones/Mobile Phone Downloads

Spam URLs

Spyware

Tasteless & Offensive

Unclassified

Violence

Weapons

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Appendix D – Guest Wireless Internet Access Levels

Permitted Access:

Business

Computing & Internet

Education

Government

Health & Medicine

Infrastructure

Job Search & Career Development

News

Philanthropic & Professional Orgs.

Photo Searches

Reference

Search Engines

Sex Education

Society & Culture

Web-based E-mail

Blocked categories:

Adult/Sexually Explicit

Advertisements & Pop-Ups

Alcohol & Tobacco

Arts

Blog & Forums

Chat

Criminal Activity

Downloads

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Entertainment

Fashion & Beauty

Finance & Investment

Food & Dining

Gambling

Games

Hacking

Hobbies & Recreation

Hosting Sites

Illegal Drugs

Intimate Apparel & Swimwear

Intolerance & Hate

Kids Sites

Motor Vehicles

Peer-to-Peer

Personals and Dating

Phishing & Fraud

Politics

Proxies & Translators

Real Estate

Religion

Ringtones/Mobile Phone Downloads

Shopping

Spam URLs

Sports

Spyware

Streaming Media (exception in place for YouTube)

Tasteless & Offensive

Travel

Violence

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Weapons

Unclassified

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Appendix E – EPCR Internet Access

Note: Does not apply when using iPads on non-Trust connections

Permitted Access:

Computing & Internet

Education

Government

Health & Medicine

Illegal Drugs

Job Search & Career Development

News

Reference

Search Engines

Sex Education

Uncategorized

Web-based E-mail

Blocked categories:

Adult/Sexually Explicit

Advertisements & Pop-Ups

Alcohol & Tobacco

Arts

Blogs & Forums

Business

Chat

Criminal Activity

Custom

Downloads

Entertainment

Fashion & Beauty

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Finance & Investment

Food & Dining

Gambling

Games

Hacking

Hobbies & Recreation

Hosting Sites

Infrastructure

Intimate Apparel & Swimwear

Intolerance & Hate

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