Internet Acceptable Use Policy

Purpose

It is the policy of the Town of Cardston that employee productivity can be greatly enhanced through the use of the Internet, and that Internet resources shall be provided to full-time, part-time, and contract staff. As such, the purpose of this policy is to outline and ensure that the Town of Cardston's Internet resources are used appropriately at all times when conducting the Town of Cardston business. Within this policy, "Internet resources" include, but are not limited to: access to the World Wide Web, FTP (file transfer protocol) servers, the intranet, and the Town of Cardston domain names and IP addresses. Use of these services is subject to the conditions delineated in this policy.

This policy applies to Internet access when using the Town of Cardston hardware, software, and facilities, and when using IP addresses and domain names registered to the Town of Cardston.

Scope

This policy applies to Internet access and acceptable use. The following users are covered by this policy:

1. Full-time and part-time employees of the Town of Cardston.
2. Contractors and temporary workers authorized to access the Internet.
3. Volunteers, interns, summer students, and other non-paid workers.

Internet Accounts

- Users of the Town of Cardston's network resources are required to read this Internet policy prior to receiving an Internet access account and password.
- In the event that a Town of Cardston employee loses, forgets, or believes that their password has become compromised, the employee must inform the IT department immediately. The IT department shall confirm the user name, reset the password, and inform the employee of changes made, and the procedures for changing their password.
- In the event that an employee terminates their employment with the Town of Cardston for any reason, Human Resources shall provide notification to the IT department immediately to ensure the removal of the former employee's access to the Town of Cardston email and internet resources. This is an important measure in protecting the safety and integrity of the Town of Cardston resources.

Acceptable Use

Employees of the Town of Cardston may use the Internet only to complete their job duties, under the purview of the Town of Cardston's business objectives. Permissible, acceptable, and appropriate Internet-related work activities include:

1. Researching, accumulating, and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours or overtime.
2. Collaborating and communicating with other employees, business partners, and customers of the Town of Cardston, according to the individual's assigned job duties and responsibilities.
3. Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulleting boards, Web seminars, etc.) as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of the Town of Cardston.
4. (During personal time or working-from-home situations through the Town of Cardston's IT resources) Retrieving non-job-related information to develop or enhance Internet-related skills, under the assumption that these skills will be used to improve the accomplishment of job-related work duties and responsibilities.

Unacceptable Use

Internet use at the Town of Cardston shall comply with all Federal and State/Provincial laws, and will not violate of the Town of Cardston's other policies. Inappropriate and unacceptable Internet use includes, but is not limited to:

1. Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation, and plagiarism/copyright infringement.
2. Any usage that conflicts with existing Town of Cardston policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with the Town of Cardston's mission, goals, and reputation.
3. Copying, destroying, and altering any data, documentation, or other information that belongs to the Town of Cardston or any other business entity without authorization.
4. Downloading unreasonably large files that may hinder network performance. All users shall use the Internet in such a way that they do not interfere with others' usage.
5. Accessing, downloading, or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography).
6. Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon the Town of Cardston.
7. Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
8. Engaging in any activity that could compromise the security of the Town of Cardston host servers or computers. Any and all passwords shall not be disclosed to, or shared with, other users.
9. Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.
10. Any individual Internet usage that violates any of the policies of the accessed information's source network.

11. Allowing unauthorized or third parties to access the Town of Cardston's network and resources.

Personal Use

This policy does allow room for limited and reasonable personal use of the Internet by authorized users. This privilege may be revoked at any time by the user's manager or the IT department.

This policy does not distinguish between Internet access performed during normal working hours and that performed on personal time (e.g. weekends, before/after working hours, and scheduled breaks). Any personal Internet usage conducted through the Town of Cardston's IT resources is covered by this policy, regardless of location or time of day.

Limited and reasonable personal use of Internet access is defined as any personally-conducted online activity or Web usage for purposes other than those listed in the Acceptable Use section of this policy. Personal use is limited to the following parameters, and shall not:

1. Have a negative impact on user productivity or efficiency.
2. Interfere with normal business operations.
3. Exceed reasonable time limits or duration.
4. Cause expense or network overhead to the Town of Cardston.
5. Compromise the integrity and security of the Town of Cardston resources or assets.
6. Conflict with any of the Town of Cardston's existing policies whatsoever.

Security

All Internet users at the Town of Cardston must comply with the following security guidelines, rules, and regulations:

1. Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
2. Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private, and copyrighted.
3. Employees utilizing the Internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose the Town of Cardston information or intellectual capital to unauthorized third parties.

Monitoring & Filtering

The Town of Cardston reserves the right to monitor any Internet activity occurring on its hardware, software, equipment, and accounts. Specifically:

1. The Town of Cardston does utilize monitoring software for the purpose of enforcing acceptable use policies. Monitoring software blocks access to certain Web sites for which access is deemed to be a contravention of these policies.
2. The Town of Cardston does utilize filtering software to restrict access to Web sites deemed unsuitable for business use. Where the Town of Cardston discovers activities that conflict with the law or this policy, Internet usage records may be retrieved and used to document any wrongdoing.
3. Individuals using the Town of Cardston's hardware, software, equipment, and accounts to access the Internet are subject to having online activities reviewed by IT or security personnel. Use of the Town of Cardston's Internet resources implies the user's consent to Web monitoring for security purposes. All users covered by this policy should bear in mind that Internet sessions are likely not private.

Social Networking Sites and Blogs

For the purposes of this policy, social networking is defined as any communication from Town of Cardston staff to the general public using the internet as the medium for communication. The use of social networking sites, e.g. Facebook, My Space, Friendster, etc. and **personal** Blogs / Twitter have been deemed an unacceptable use of personal internet at the Town of Cardston. The use of social networking sites and blogs are subject to the same limitations and acceptable use regulations provided for the Town of Cardston Internet Acceptable Use. The abuse of personal internet use on these sites using either the Town of Cardston owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

Business Use: To address the fast-changing landscape of the Internet and the way residents communicate and obtain information online, Town of Cardston departments may consider participating in social media formats to reach a broader audience. The Town of Cardston encourages the use of Social Media to further the goals of the Town where appropriate. No staff members may participate in social media correspondence without approval of the CAO and without receiving training on appropriate use of social media. An education package for all users will be supplied to employees who have a legitimate need to participate in social media.

The CAO has an overriding interest and expectation in deciding who may "speak" and what is "spoken" on behalf of the Town of Cardston on social media sites. The CAO may ask for approval of any posts prior to making the posting public, or may review any or all information sent out from the Town office by Town employees.

Departments that use social media are responsible for complying with applicable federal and provincial laws, regulations, and policies. This includes adherence to established laws and policies regarding

copyright, records retention, Freedom of Information Protection (FOIP), privacy laws and information security policies established by the Town of Cardston.

Topics that are not allowed to be discussed on any social networking site include, but are not limited to any Council business discussed "in camera", and Council meeting information that is not yet public knowledge, confidential land or tax information, or any confidential human resource information.

Business Information

The Town of Cardston retains ownership rights to all information created for the Town of Cardston business purposes, regardless of the media used to create it, or the location of said information. Similarly, the Town of Cardston retains ownership rights to all forms of intellectual property created by employees while under the employ of the Town of Cardston, regardless of the time, intent or location of its creation.

Nondisclosure of Business Information

In working for the Town of Cardston, employees shall not divulge, disclose, provide or disseminate Business Information to any third party not employed by the Town of Cardston at any time, unless the Town of Cardston gives written authorization. Furthermore, Business Information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for the Town of Cardston.

Town of Cardston Owned and Operated Property

All the Town of Cardston business is intended to be performed using the Town of Cardston owned and operated property, including computers, telephones, BlackBerry devices, letter-head, note-books, etc.

All information contained in, created or transmitted by the Town of Cardston owned and operated property is the property of the Town of Cardston.

Employee Owned Property

In the event that a the Town of Cardston employee creates, stores or transmits the Town of Cardston business information on personally owned property (including, but not limited to: lap-top computers, desk-top computers, mobile telephones, BlackBerry devices, memory cards, notebooks, PDAs, or loose-leaf paper, etc.), the business information will remain the express property of the Town of Cardston.

Upon Retirement, Layoff or Termination

Upon retirement, layoff or termination of employment with the Town of Cardston, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to the Town of

Cardston business in their possession including, but not limited to: all customer lists, physical property, documents, keys, electronic information storage media, manuals, letters, notes and reports.

In the event that a device containing the Town of Cardston business information is password protected, the employee will be required to provide the correct user name and password for the device.

Policy Non-Compliance

Any violation of this policy will be treated like violations of other Town of Cardston policies. Any and all misconduct will be addressed according to established procedures. Violations of this Internet Acceptable Use Policy may result in one or more of the following:

1. Temporary or permanent revoking of access to the Town of Cardston's Internet resources and/or other IT resources.
2. Temporary of permanent revoking of the Town of Cardston devices.
3. Disciplinary action according to applicable Town of Cardston policies, up to and including suspension or termination of employment.
4. Legal action according to Federal or Provincial laws.

Disclaimer

The Town of Cardston does not accept responsibility for any loss or damage suffered by employees as a result of employees using the Town of Cardston's Internet connection for personal use. The Town of Cardston is not responsible for the accuracy of information found on the Internet. Users are responsible for any material that they access, download, or share through the Internet. Any questions regarding the Internet Acceptable Use Policy should be directed to Employee's immediate supervisor or management.

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