

Colfe's School - IT Acceptable Use Policy

Scope of this Policy

This policy applies to all members of the School community, including staff, pupils, parents, and visitors and Colfe's Leisure Services. In this policy 'staff' includes teaching and support staff, governors, and regular volunteers (but access to systems is not intended in any way to imply an employment relationship). 'Parents' include, where applicable, pupils' carers and those with parental responsibility. 'Visitors' includes anyone else who comes to the School, including occasional volunteers. This policy applies to all members of the school community (staff or pupils) who use school IT systems, as a condition of access. Access to school systems is not intended to confer any status of employment on any contractors.

Online behaviour

As a member of the school community you should follow these principles in all of your online activities:

- The school cannot guarantee the confidentiality of content created, shared and exchanged via school systems. Ensure that your online communications, and any content you share online, are respectful of others and composed in a way you would wish to stand by.
- Do not access, create or share content that is illegal, deceptive, or likely to offend other members of the school community (for example, content that is obscene, or promotes violence, discrimination, or extremism, or raises safeguarding issues).
- Respect the privacy of others. Do not share photos, videos, contact details, or other information about members of the school community, even if the content is not shared publicly, without going through official channels and obtaining permission.
- Do not access or share material that infringes copyright, and do not claim the work of others as your own.
- Do not use the internet to distribute malicious software, to damage, interfere with, or gain unauthorised access to the computer systems of others, or carry out illegal activities.
- Staff should not use their personal email, or social media accounts to contact pupils or parents, and pupils and parents should not attempt to discover or contact the personal email addresses or social media accounts of staff.

Using the school's IT systems

Whenever you use the school's IT systems (including by connecting your own device to the network) you should follow these principles:

- Only access school IT systems using your own username and password. Do not share your username or password with anyone else.
- Do not attempt to circumvent the content filters or other security measures installed on the school's IT systems, and do not attempt to access parts of the system that you do not have permission to access.
- Do not attempt to install software on, or otherwise alter, school IT systems.

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- Do not use the school's IT systems in a way that breaches the principles of online behaviour set out above.
- Remember that the school monitors use of the school's IT systems, and that the school can view content accessed or sent via its systems.

Passwords

Passwords protect the School's network and computer system and are your responsibility. They should not be obvious (for example "password", 123456, a family name or birthdays), and nor should they be the same as your widely-used personal passwords. You should not let anyone else know your password, nor keep a list of passwords where they may be accessed, and must change it immediately if it appears to be compromised. You should not attempt to gain unauthorised access to anyone else's computer or to confidential information to which you do not have access rights. Passwords must be regularly updated as prompted by the IT system.

Certain systems and software may require staff to use a two-stage authentication system to gain access. In such cases staff should use a separate password for this than their normal log-in password. Where access is via an authentication device (mobile phone authenticator or separate device) staff are responsible for keeping these items secure at all times.

Provision of IT equipment

Staff or pupils may be issued with a mobile device for School use, usually a Microsoft Surface. Each device is issued with a charger, and if it is inkable, a pen. These are the property of Colfe's School. Assigned devices are labelled with a unique tamper-proof asset label and all items are personally labelled with initial and surname.

You are responsible for their safekeeping. Please return any misplaced mobile equipment you find directly to its owner, or to Colfe's IT department.

Duplicate chargers and pens are not issued except for breakages. The faulty item must be returned to the IT department for inspection before a replacement charger or pen is issued.

The IT department keeps a record of all breakages and reissues. Device repairs and repeated requests for replacement chargers or pens are reported to the relevant Form Tutor (for pupils) or member of SMT (for staff).

You are required to return all IT equipment to the Colfe's IT department when leaving the school.

Use of IT equipment

Any property belonging to the School should be treated with respect and care and used only in accordance with any training and policies provided. Please note the following:

- You are required to use your mobile device (Surface Pro or Surface Go) in a protective case at all times. This is to guard against accidental breakages.
- Devices are susceptible to water damage and should not be carried in bag compartments alongside liquids.

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- Your charger and pen are intended for use at home and in school and should be carried with the device except when docking stations are used.

Everyone is responsible for ensuring Shared IT equipment is functional for the next user. Please report any faults or breakages without delay to IT department by raising an IT support ticket.

Physical security of IT equipment

Mobile devices should not be left unsecured and should be locked in cupboards or lockers when not in use. This is especially the case where devices are left in School overnight.

You must report loss or theft of devices to the School's IT department immediately. The device will be remotely locked to safeguard systems' integrity and guard against data breach.

Staff who have lost or been the victim of theft of School IT equipment are required to make an incident report to the Police and obtain any information necessary to support an insurance claim. They may also be asked to give an account of the circumstances giving rise to the loss or theft to the Deputy Head.

Parents of pupils who have taken out personal mobile device insurance are responsible for notifying the insurance company and following any procedures to report the loss or theft that that may be required for insurance purposes.

Network security

Colfe's will engage a third-party specialist to routinely review network security. It is everyone's responsibility to be aware of the Cyber-security risks and guard against network breaches. This includes:

- Using strong and secure passwords and never sharing login details
- Ensuring all software updates are installed promptly
- Avoiding clicking malicious links or attachments and being alert to the common cyber-attack vectors.
- Never installing software or uploading files physically (e.g. from a memory-stick) onto School equipment or its network.
- Ensuring safe and secure use of the internet.

Telephone security

All staff should be aware of the importance of checking the credentials of all callers requesting personal or otherwise sensitive information. Such data should not be disclosed unless the identity of the caller can be verified beyond question.

Use of school systems

The provision of school email accounts, Wi-Fi and internet access is for official school business, administration and education. Staff and pupils should keep their personal, family and social lives separate from their school IT use and limit as far as possible any personal use of these accounts. Again, please be aware of the school's right to monitor and access web history and email use.

Use of personal devices or accounts and working remotely

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All official school business of staff and governors must be conducted on school systems, and it is not permissible to use personal email accounts for school business. Any use of personal devices for school purposes, and any removal of personal data or confidential information from school systems – by any means including email, printing, file transfer, cloud or (encrypted) memory stick – must be registered and approved by the Bursar. Permission will only be granted in exceptional circumstances.

Where permission is given for use of personal devices (including laptops used for by pupils as mobile devices under a 'Bring Your Own Device' scheme), these must be subject to appropriate safeguards in line with the school's policies, including installation of school management and monitoring software and use of two-factor authentication security protocols.

Monitoring and access

Staff, parents and pupils should be aware that school email and internet usage (including through school Wi-Fi and when using school devices away from School) will be monitored for safeguarding, conduct and performance purposes, and both web history and school email accounts may be accessed by the school where necessary for a lawful purpose – including serious conduct or welfare concerns, extremism and the protection of others. This monitoring extends to staff and pupil devices enrolled for use on the school's IT systems and at all times, and both within and without the school premises.

Concerns captured by our software monitoring system of Surface devices are reported to the school. During term time these captures are reviewed daily (Monday to Friday) by the pastoral team. On non-school days i.e. weekends and school holidays, monitoring continues but will not be reviewed until the next school day.

Any personal devices used by pupils, whether or not such devices are permitted, may be confiscated and examined under such circumstances. The school may require staff to conduct searches of their personal accounts or devices if they were used for school business in contravention of this policy, and in particular if there is any reason to suspect illegal activity or any risk to the wellbeing of any person.

Compliance with related school policies

Staff and pupils must ensure that they comply with the School's e-Safety, data retention and storage, child protection (safeguarding) and staff code of conduct, anti-bullying and staff data protection policies.

Retention of digital data

Staff and pupils must be aware that all emails sent or received on school systems will be routinely deleted after 3 years and email accounts will generally be closed and the contents deleted / archived within 6 months of that person leaving the school for staff and 6 weeks for pupils unless there is a compelling reason to retain the information for longer.

Important information that is necessary to be kept should be held on the relevant personnel or pupil file, not kept in personal folders, archives or inboxes. Hence it is the responsibility of each account user to ensure that important information (or personal information that they wish to keep, in line with School policy on personal use) is retained in the right place or, where applicable, provided to the right colleague.

If you consider that reasons exist for the protocol not to apply, or need assistance in how to retain and appropriately archive data, please contact IT Support.

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Staff and pupils should note that the email-deleted box is routinely automatically deleted when items have been in there for a fortnight.

Data breach reporting

The law requires the school to notify personal data breaches, if they are likely to cause harm, to the authorities and, in some cases, to those affected. A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

This will include almost any loss of, or compromise to, personal data held by the school regardless of whether the personal data falls into a third party's hands. This would include:

- loss of an unencrypted laptop, USB stick or a physical file containing personal data;
- any external hacking of the school's systems, eg through the use of malware;
- application of the wrong privacy settings to online systems;
- misdirected post, fax or email;
- failing to bcc recipients of a mass email; and
- unsecure disposal.

The school must generally report personal data breaches to the ICO without undue delay (ie within 72 hours), and certainly if it presents a risk to individuals. In addition, controllers must notify individuals affected if that risk is high. In any event, the school must keep a record of any personal data breaches, regardless of whether we need to notify the ICO.

If either staff or pupils become aware of a suspected breach, this must be reported immediately to the Bursar or in his absence the Headmaster.

Data breaches will happen to all organisations, but the school must take steps to ensure they are as rare and limited as possible and that, when they do happen, the worst effects are contained and mitigated. This requires the involvement and support of all staff and pupils. The school's primary interest and responsibility is in protecting potential victims and having visibility of how effective its policies and training are. Accordingly, falling victim to a data breach, either by human error or malicious attack, will not always be the result of a serious conduct issue or breach of policy; but failure to report a breach will be a disciplinary offence.

Breaches of this policy

A deliberate breach of this policy will be dealt with as a disciplinary matter using the School's usual procedures. In addition, a deliberate breach may result in the School restricting your access to School IT systems.

If you become aware of a breach of this policy you should report it to the Bursar. If you are concerned that a member of the School community is being harassed or harmed online you should report it to a member of the Pastoral team. All reports will be treated in confidence.

Reviewed September 2023

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