

INFORMATION, COMMUNICATIONS & TECHNOLOGY POLICY

STATEMENT

Dorset Mind recognises that electronic communications are essential to the operation of the charity and will endeavour to ensure that the organisation (within the Dorset Mind office) remains current in its hardware and software. In order to make the most effective use of electronic communications and to protect its data, Dorset Mind will ensure that all workers, paid and unpaid, are given the training and supervision necessary to enable them to use the technology they need to carry out their role within the organisation.

This policy should be read in conjunction with all other Dorset Mind policies but with special reference to the Confidentiality policy, the Data Protection policy and the Human Resources policy (as any misuse of a Dorset Mind computer or an online account or identity used by Dorset Mind may be misconduct or gross misconduct)

Dorset Mind will provide computers in the Dorset Mind office for its paid workers to use to carry out their duties. Dorset Mind requests that paid workers use these computers in preference to their own personal computers or devices. However, Dorset Mind will provide a memory stick to those workers who are required to submit data in an electronic form which may be used with a non-Dorset Mind computer. Exceptions to this may be made by the Trustees and minuted (particularly in the case of the CEO and IT support). This memory stick must be password protected and held securely at all times. All workers must ensure that any file or communication they send to Dorset Mind is free of harm.

INTERNET

Equipment belonging to Dorset Mind and any internet connection to a Dorset Mind telephone line may only be used for downloading and sending email and downloading internet pages relating to the operations of Dorset Mind. Computers belonging to Dorset Mind must not be used for personal email or internet use.

SOCIAL MEDIA

Dorset Mind will from time to time, and where applicable, register for accounts with social media channels (eg blogs, micro-blogs, wikis, social networks, social bookmarking services and other online collaboration, sharing or publishing platforms, whether accessed through the web, a mobile device, text messaging, email or any other existing or emerging communications platform). Passwords to social media sites will be held in the Dorset Mind office. New signups to social media sites must be approved by the Trustees in advance of any publication.

Dorset Mind Workers

Dorset Mind Trustees will designate workers to use social media to speak on behalf of the organisation and will confirm this to them in writing. Only workers (paid or unpaid) officially designated by Dorset Mind can use social media to speak on behalf of the organisation. Officially designated workers need to be aware that online publications live online indefinitely and that all harassment, threats, intimidation, personal insults, obscenity, discrimination or any other form of behaviour prevented in the workplace is also prohibited via social media channels. Workers (paid and unpaid) must not leave any room for doubt on any personal social media accounts that they are publishing in their own personal capacity and not on behalf of Dorset Mind.

EMAIL

Email will be the preferred method of communication within Dorset Mind. Dorset Mind will provide an online email account for each service and for each Trustee. All workers (paid and unpaid) are required to use these email accounts and not to redirect this account to any other account. These Dorset Mind email accounts must be used for Dorset Mind business

WEBSITE

Dorset Mind will endeavour to keep its website as current as possible. Workers should advise the CEO of any modifications, additions or deletions to the information on the website relating to their service. Changes will only be uploaded following approval by the CEO. One exception to this is that all service leaders will be able to access a small text field on the website to enable them to put important information messages (such as changes to venues, events) at short notice. Each group leader will be issued with a username and password to enable them to remotely access the website for this purpose. There will be a character limit on the field and it is intended to only be used for important information.

SECURITY OF DATA

Policies and procedures with regard to the storing of data by Dorset Mind can be found in the Dorset Mind Data Protection policy. In addition the following must be adhered to:

- All user accounts must be protected by strong passwords and passwords to be held securely by the owner
- Users should log off from computers when they are away from their desk
- All computers must be kept in locked locations when unattended
- When paid or unpaid workers leave the organisation, any electronic data regarding Dorset Mind, its services, service users or operations must be transferred to a computer in the Dorset Mind office, the memory stick supplied by Dorset Mind returned and all Dorset Mind data erased from personal computers, etc.

SECURITY OF COMPUTERS

- All software installed on Dorset Mind computers will be licensed
- Virus protection software will be installed on all Dorset Mind computers and kept current
- All Dorset Mind computers will have firewall protection
- Any wireless routers must be WEP protected using at least a 10 character key
- Access to the main fileserver will be graded in order so that workers only have access to information relevant to their roles

BACK UP OF DATA

Dorset Mind has a dedicated back up system to automatically and regularly back up data. The file server is backed up to a separate USB linked disc drive and takes place every weekday at a set time.

PURCHASING

Any purchase of computer hardware or software is covered by the Finance policy with the exception of consumables (such as printer ink) which may be purchased as stationery.

MEASURABLE INDICATORS OF IMPLEMENTATION

- There are no reported incidents of data leakage or the confidentiality of our service users being compromised with regard to information held electronically
- If there are hardware or software problems/crashes, etc, Dorset Mind is able to quickly and confidently resume operations from the back up information held.
- The website contains only current information

The equality impact of this policy has been considered and Dorset Mind believes that it complies with its commitment to equality as stated in its Equality Policy

Approved:	November 2014
Amended:	
Due for Review:	November 2016