IT & computer use policy: e-mail, Internet and communications

Theatre Royal Bath Ltd

and

Theatre Royal Bath Productions Ltd

Effective from: September 2019

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Introduction

A. To help you to do your job or fulfil your contract with us Theatre Royal Bath Ltd or Theatre Royal Bath Productions Ltd 'the Company' gives you access to computers, computer files, an email system and software.

B. The purpose of this policy is to protect our data, our business, and the security and comfort of staff.

C. It is a mandatory requirement that staff comply with specific items of this policy both in the letter and in the spirit. A breach of this policy may be sufficient reason for summary dismissal or termination of your contract. However, the Company will apply the policy with sufficient flexibility to provide operating efficiency.

D. This policy is not intended to be complete or all-inclusive. The Company continues to rely on the good sense of members of staff and contractors to behave in a proper manner and to respect the property of others with whom we have contact.

Section 1 - Computer use

1. Application of policy

This policy applies to all computers and peripheral devices of any type which are owned by the Company, including laptops, ipads and other portable devices and to the Company's systems.

2. Office use only

Your computer is for office use only. All data stored on any part of the system belongs to the Company. You may not use any part of the computer installation for your personal business without permission from your manager. If permission is refused, we do not have to give a reason.

3. Administrator and installation manager

The computer installation is managed day to day by the Finance Director but any question or request should be initially referred to your line manager. The Finance Director may be referred to in this document as the "Administrator".

4. The network

The Company IT installation consists in a number of separate networks. You will have access only to the network relevant to your work.

5. Your personal folder

The network may contain a folder in your name. We call this your personal folder. Your personal folder is not available to other members of staff, but, like all Company data, is available to the Administrator and management. It is important that you do not "dump" data files in inappropriate locations.

6. Laptops - special provisions

The provisions of this policy apply to laptops and other portable devices used in or out of the office in the same way as other computers held at the Company's premises.

6.1. Accordingly, you may not use your laptop for private purposes.

6.2. Folders on your laptop are effectively an extension of our network

6.3. Data should be transferred from your laptop to the network where possible no less often than once each week.

6.4. The network firewall cannot protect your laptop from viruses and unwanted email messages. You should therefore be particularly vigilant against the possibility of intrusion by either or both of these. If you suspect either, you should contact the Finance Director, General Manager or Management Accountant without delay.

7. External data sources

You may not under any circumstances introduce software or unauthorised media (e.g. a USB stick, CD rom, music file or other storage device) into the system or to your laptop. If you require additional software you must obtain approval from the Finance Director, General Manager or Management Accountant, and it will be installed by our IT consultants.

8. Archiving files

It is important for reference that files are retained, available to staff for at least one year after the last change to them. After this time you may move a file within your area of work to an archive folder.

9. Prohibited actions

You may not change any setting on your computer. In particular you may not change:

9.1. BIOS or registry settings;

9.2. any setting relating to the set up of any programme;

9.3. any setting involving the use of a CD or other external data source;

9.4. the style, format or layout of any document originated by another staff member - without the permission of that staff member.

If any setting is accidentally changed, you should arrange with the Administrator for correction.

10. Deletion of data

10.1. You may not delete any programme under any circumstances;

10.2. You may delete single files on which you alone have been working and which are no longer required by the Company.

11. Document references

It is recommended that each data file you create contains a footer with a reference incorporating the file path e.g. Your initials /path/file name". The

purpose of this is to enable readers of the document in hard copy to locate it in soft copy.

12. Please help

We ask you to take care of all of the computer and IT installation as if they were your own. The Company relies heavily on it, and on your good sense.

Please report any problem in the first instance to your line manager or to the Finance Director.

Section 2 - Email communications

13. The system

13.1. The Company's email message system is operated as part of the Company network. You may send a message in the same way either within the Company or outside it.

13.2. All data stored on any part of the Company's computer system belongs to the Company. For the avoidance of doubt, that includes messages which may have been sent to you confidentially.

14. External communication

14.1. All email messages sent MUST incorporate the standard footer concerning confidentiality. This is part of your "signature" in your mail management programme.

The footer should state:

The information in this email (and in any attachments sent with it) is confidential. It is intended for the addressee only. Access to this email by anyone else is unintended and unauthorised. Only the addressee may rely on it.

If you are not the original addressee, we ask you please to maintain confidentiality. If you have received this email in error please notify us

immediately by replying to it, then destroy any copies and delete it from your computer system.

Any use, dissemination, forwarding, printing or copying of this email by anyone except the addressee in the normal course of his / her business, is prohibited. We own the copyright in this email and any document created by us and assert the right to be identified as the author of it. Copyright has not been transferred to the addressee.

14.2. Email is the greatest threat to the integrity of the network by criminals and fraudsters. You should be vigilant when using email. You must ensure that you follow the Email Safety Checklist on display around the building and replicated at the end of this policy below.

15. Personal use

15.1. Staff have no right to receive personal email messages nor to reply to any received. Without prejudice to this however, the Company may permit messages in its absolute discretion. This concession may be withdrawn from any person or group of people at any time, without a reason being given.

Section 3 - Use of Internet

16. Internet access

16.1. The Company operates an e-commerce facility. The following provisions do not apply to the Company's own website, which is accessible to staff as necessary.

16.2. Neither staff nor contractors have the right to use the Company's computer installation for private use or Internet access. Without prejudice to this however, the Company may permit use in its absolute discretion, provided that it does not interfere with the performance of your duties. This concession may be withdrawn from any person or group of people at any time, without a reason being given.

16.3. For the avoidance of doubt, you may not use the internet to access:

16.3.1 pornography;

16.3.2 gaming (betting);

16.3.3 gaming (playing games);

16.3.4 shares, share dealing or stock markets;

16.3.5 sites promoting racial or LGBTI intolerance;

16.3.6 sites promoting terrorism;

16.3.7 pirate music;

16.3.8 dark web

16.4. It is accepted that the use of Social Media may be required for business use. If you have a site, page, profile or account that identifies you as a member of this Company you must make sure that you do not post anything that could bring the Company into disrepute. Make sure that you are always honest and accurate when posting on Social Media and be fair and courteous to fellow employees, customers, and people who work on behalf of the Company. Do not represent yourself as a spokesperson of the Company unless you are specifically authorised to do so.

16.5. You may need to download a file from the Internet onto a part of the Company's computer installation, including your laptop. Should this need arise you must take the utmost care to ensure that the file is from a safe source and is not corrupted or infected. If you are unsure, then do not proceed.

16.6. The Company or its designated IT consultants may check your computer's hard drive, internet audit, or network drives to ensure appropriate usage and that no inappropriate material is stored. The Company reserves the right to monitor how its computers are being used and to review information contained in these systems, including information posted on a blog or social media network site using its network. Any concerns will be raised with your line manager or HR and action taken as appropriate. Failure to follow these rules may lead to disciplinary action being taken against you including dismissal.

THEATRE ROYAL BATH Main House Ustinov Studio the egg

Email Safety Checklist

BE SUSPICIOUS

- Is the email address correct?
- Are you expecting this kind of email from this person?
- Is the language used as you would expect?

IF IT IS SUSPICIOUS

- **Do not** open attachment or click on link
- **Do not** forward to anyone
- **Delete** the email **and then delete** it from your deleted items box in Outlook

IF UNSURE

- Contact Iteam for advice

IF IT IS SAFE

- You can open the attachment or click on the link

IF YOU HAVE CLICKED ON A LINK OR OPENED AN ATTACHMENT THAT IS CORRUPT

- **Immediately** unplug your data cable from the network
- **Switch off** power to your computer
- **Contact** Gabby Akbar or Eugene Hibbert or Hazel Parks

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Once you have read the policy please complete the declaration below and return it to Hazel in the Finance Office.

I confirm that I have read and understand the IT & Computer Use Policy and will comply with the rules contained therein.

Name……..

Date…….

Signature…….