



COMMUNICATIONS, EMAIL, INTERNET AND SOCIAL MEDIA POLICY

1. Introduction

This Communications, Email and Internet Policy applies to all employees, contractors and volunteers (“Users”) of Migrateful (“the Charity”).

In light of the fact that communications made by users reflect upon the Charity and are capable of creating a number of commercial, professional and legal problems, this policy is intended to clarify what the Charity expects from users and their responsibilities when using the Charity’s communications facilities, or communicating generally on behalf of the Charity.

2. General Principles

There are certain general principles that should be borne in mind when using any type of communication, be it external or internal, including hard copy letters, memos and notices. The Charity expects all users to:

- Use communications equipment and facilities, including Charity letterheads and stationery, responsibly and professionally and at all times in accordance with their duties;
- Be mindful of what constitutes confidential or restricted information and ensure that such information is never disseminated in the course of communications without express authority;
- Ensure that they do not breach any copyright or other intellectual property right when making communications;
- Ensure that they do not bind themselves or the Charity to any agreement without express authority to do so;

- Be mindful of the fact that any communication may be required to be relied upon in court, to the advantage or the detriment of the individual or the Charity, and conduct their use of communication systems and equipment accordingly.

3. Internet

Where the Charity provides users with access to the internet this is done for the sole purpose of business and to assist users in the furtherance of their duties. However, the Charity recognises that users may need to use the internet for personal purposes and such use is permitted provided it is reasonable and does not interfere with the User's performance of his/her duties. Users may be asked to justify the amount of time they have spent on the internet or the sites they have visited.

Users must not use the internet to gain or attempt to gain unauthorised access to computer material or private databases, including restricted areas of the Charity's network. Nor must they intentionally or recklessly introduce any form of malware, spyware, virus or other malicious software or code to the communications equipment or systems of the Charity.

Users must not access or attempt to access any information which they know or ought to know is confidential or restricted.

Users must not attempt to download, view or otherwise retrieve illegal, pornographic, sexist, racist, offensive or any other material which may cause embarrassment to the corporate image of the Charity. Any such attempt will constitute a disciplinary offence and in addition to internet access being reviewed, reduced or withdrawn, may be subject to disciplinary action or summary dismissal.

4. Social Media

4.1 General Principles for Social Media Use

This section of the Policy exists to address the use by users of all types of social network and social media platforms including, but not limited to, Facebook, Twitter, LinkedIn, Google+, Pinterest, Tumblr, Instagram (collectively, "Social Media").

The purpose of this part of Policy is to minimise the various risks to the Charity presented by Social Media usage.

There are certain general principles that all users should keep in mind when using Social Media for authorised work-related purposes. The Charity expects all users to:

- Use Social Media responsibly and professionally, and at all times in accordance with their duties;
- Be mindful of what constitutes confidential, restricted or other proprietary information and ensure that such information is never disseminated over Social Media without the express consent of the Charity;
- Ensure that their use of Social Media does not breach any other of the Charity's policies including, but not limited to, its Equal Opportunities Policy and its Privacy Policy;
- Ensure that they do not breach any copyright or other intellectual property rights when using Social Media.

4.2 Business Social Media Use

Certain users may from time to time be required to use Social Media on behalf of the Charity. A user should only use Social Media on behalf of the Charity with the authorisation of the Chief Executive and in accordance with instructions issued by her.

Use of Social Media for business purposes must comply with the provisions of this Social Media Policy at all times.

Before using Social Media on behalf of the Charity, users may require training in order to do so, or may be required to demonstrate that they have already received suitable training, either from the Charity or from a previous employer or other organisation.

4.3 Acceptable Use of Social Media

Unless specifically instructed to do so by the Chief Executive, users should make it clear that they are posting on Social Media as themselves, not as the Charity, and that all views expressed on Social Media by that user are the author's own and do not necessarily reflect the views of the Charity.

Unless using Social Media on behalf of the Charity, users should not use any Social Media accounts belonging to, or otherwise associated with, the Charity.

Charity email addresses may only be used to sign up to Social Media websites for work-related purposes.

Users should always be respectful to others when using Social Media and should always be mindful of the fact that their association with the Charity may be known to anyone at any time. The conduct of all users on Social Media may reflect on the Charity, whether positive

or negative. This applies whether a user is using Social Media for business purposes or for personal purposes, whether during working hours or otherwise.

If a user is unsure as to the appropriateness of a post or any other Social Media activity with respect to this Social Media Policy, they should consult the Chief Executive before continuing.

4.4 Unacceptable and Prohibited Use of Social Media

Users must not use Social Media to defame or otherwise disparage the Charity or any of its employees, contractors, agents, or other affiliated third parties and organisations.

Users must ensure that their use of Social Media does not damage the Charity, its interests, or its reputation, whether directly or indirectly, in any way.

Unless specifically instructed to do so, Users must not represent themselves on Social Media as the Charity or as posting on behalf of the Charity.

Users may not share confidential, commercially sensitive or other proprietary business information belonging to the Charity or any of its employees, contractors, agents, or other affiliated third parties and organisations on Social Media unless specifically authorised to do so.

Users may not use any intellectual property belonging to the Charity on Social Media (including, but not limited to, trademarks and logos) unless specifically authorised to do so.

5. Recruitment

The Charity may use internet searches to carry out due diligence as part of its recruitment process. In these circumstances, the Charity will act in accordance with its equal opportunities and data protection obligations.

6. Security

The integrity of the Charity's business relies on the security of its communications equipment and systems. Users bear the responsibility of preserving the security of communications equipment and systems through careful and cautious use.

Users must not share any password that they use for accessing Charity communications equipment and systems with any person, other than when it is necessary for maintenance

or repairs. Where it has been necessary to share a password, the user should change the password immediately when it is no longer required. Users are reminded that it is good practice to change passwords regularly.

Users must ensure that confidential and sensitive information is kept secure. Workstations and screens should be locked when the user is away from the machine, hard copy files and documents should be secured when not in use and caution should be exercised when using mobile telephones outside of the workplace.

When opening email from external sources users must exercise caution in light of the risk viruses pose to system security. Users should always ensure that they have up-to-date virus protection in place and that they know what an attachment is before opening it. If a user suspects that their computer has been affected by a virus they must contact the Chief Executive immediately.

7. Misuse and Compliance

Any user found to be misusing the communications equipment and systems provided by the Charity will be treated in line with the usual disciplinary procedure.

The viewing, transmission, downloading, uploading or accessing in any way of any of the following material using Charity communications equipment and systems will amount to gross misconduct with the possibility of summary dismissal:

- Material which is pornographic, sexist, racist, homophobic, paedophilic or any other discriminatory or otherwise offensive material;
- Illegal or criminal material, including material which breaches copyright or any other intellectual property right;
- Any material which has the object or effect of causing harassment to the recipient;
- Material which the user knows, or ought to know, is confidential or restricted information and which they are not authorised to deal with.

If any user becomes aware of any content online that reflects poorly on the Charity or otherwise defames or disparages the Charity, they should contact Jess Thompson, Chief Executive jess@migrateful.org.