

Practice Name:	Acceptable Use and Electronic Communications Policy		
Last Updated:	July 24, 2017	Version:	

POLICY STATEMENT

In accordance with Federal and Provincial legislation and related City policies, this Policy sets out the acceptable use standards that apply to employees, contractors, volunteers, and others, for the computing environment and electronic communication of the City of Surrey.

SECTION 1: REASONS FOR POLICY

This Policy establishes the acceptable usage practices for the use of electronic mail, internet, intranet, phones (all formats), and other electronic systems that the City may implement over time.

Specifically, this Policy:

- Establishes the acceptable uses of the City of Surrey's computing environment and electronic communications;
- Informs City of Surrey employees, contractors, volunteers and others of their responsibilities;
- Supports Federal, Provincial and City of Surrey privacy and security requirements for all computing environment and electronic communications; and
- Clarifies the City's expectation that the City's electronic devices and electronic communications systems be used for appropriate purposes.

SECTION 2: SCOPE

This Policy applies to users of the City's computing environment including, employees, contractors, volunteers, and any other individual acting on behalf of or conducting business for the City.

Use of the City's computing environment and electronic communications include work and personal use (as defined below). Additional procedures may be established at the department level to support employee compliance or to augment this Policy.

SECTION 3: DEFINITIONS

Commercial Activity is any transaction related to advertising or promoting goods or services, providing a business opportunity, or directing a recipient to information which is considered to have a commercial purpose.

This Policy is subject to any specific provisions of the Local Government Act, or other relevant legislation or Union agreement.

Computing Environment is any electronic information, information system, application, device (including PCs, laptops, mobile devices, and telephones) or other communication technology that is connected to the City's IT systems (including cloud based services and mobile services).

Electronic Communication is any form of digital communication including, but not limited to, email, text/short message service, instant messaging, online chat, social media posts/tweets, blog, online video/audio posts, telephonic, faxing, and Audio/Video conferencing.

Electronic Communication System is the technology on which the electronic communication occurs.

Social Media are websites and online applications that allow people and organizations to create, share, and exchange content or to participate in social networking.

Mobile Devices are devices such as a smart phone (iPhone, BlackBerry, Android, etc.), cell phone and tablets (iPads).

SECTION 4: RESPONSIBILITIES

Director Information Technology (IT) is responsible for issuing corporate policy, directives and guidelines on the appropriate use of City IT Resources.

Information Technology Security Manager is responsible for communicating this Policy to City employees, and for approving related standards and procedures.

Supervisors/Managers are responsible for ensuring that employees, volunteers, contractors and others are made aware of their responsibilities concerning this Policy.

Employees are responsible for reading, understanding and complying with this Policy and for seeking direction from their supervisors/manager if they have any questions.

SECTION 5: MONITORING AND INVESTIGATION

Any collection, access, use, transmission, or disposal of City related information (including records, reports, emails, data, etc.) or use of the computing environment or electronic communication systems, whether for personal or business use, may be audited, inspected, monitored or investigated to:

- a) Maintain, repair and manage the City's computing environment and electronic communication systems for efficient operation;
- b) Respond to and remediate a security or privacy incident;
- c) Meet legal requirements to produce information;
- d) Ensure accessibility of the City's computing environment and electronic communications systems for the continuity of work processes;
- e) Improve business processes and manage productivity; and

This Policy is subject to any specific provisions of the Local Government Act, or other relevant legislation or Union agreement.

- f) Ensure City compliance with legislative and policy requirements.

SECTION 6: ACCEPTABLE USE

The City's computing environment and electronic communications are to be used for work purposes meeting appropriate, professional standards.

Occasional personal use of the City's computing environment is permissible on the following basis:

- Personal use is done on personal time;
- The personal use does not violate any law such as copyright, Criminal Code, or privacy legislation;
- The personal use does not contravene City of Surrey policies;
- No software, music, movies, entertainment videos or other unapproved bandwidth-intensive applications are viewed, downloaded or saved while connected to the City network or the City cellular network;
- No charges are incurred by City for the personal use; and
- No electronic communications, including postings are made which could harm the reputation of the City.

SECTION 7: UNACCEPTABLE USE

The following activities are prohibited:

Computing Environment ALL DEVICES

- Any activity that is illegal or fraudulent under federal or provincial legislation;
- Unauthorized downloading, installation or copying of copyrighted material (including software) for which the City does not have a license;
- Accessing City data, a City application or using a City account for a purpose other than conducting City business (other than as described in Personal Use above);
- Unauthorized downloading, installing or use of unapproved software or cloud services;
- Accessing data, a system, or an account for a purpose other than conducting City business;
- Introduction of malicious programs into the network or server (e.g. viruses, password breakers and keystroke recorders);
- Sharing account passwords or allowing use of employee City accounts by others;
- Use of a City of Surrey system to procure or transmit material which is not permitted under the City of Surrey's Code of Conduct By-law 1994 No. 12196, Respectful Workplace Policy or Human Rights Policy;
- Unauthorized access or use of City of Surrey data or applications; and
- Use of unauthorized cloud services or mobile applications for conducting City business.

The above noted restrictions apply to the use of any City of Surrey computing environment at any time.

This Policy is subject to any specific provisions of the Local Government Act, or other relevant legislation or Union agreement.

Electronic Communications System

- Distributing personal information or any other privileged, confidential or sensitive information, without proper authorization;
- Sending unsolicited messages, including the sending of "junk mail/text" or other advertising material to individuals who did not specifically request such material;
- Any form of harassment via email, telephone, texting, or any other electronic communication, whether through language, frequency, or size of messages; and
- Impersonation of another sender or another sender's email address.

The above noted restrictions apply to the use of any City of Surrey electronic communications system at any time.

SECTION 8: EMAIL COMMUNICATION

Email use by City of Surrey users is subject to the conditions set out in this Policy regarding electronic communications, other City Policies, and applicable Federal and Provincial legislation.

SECTION 9: COMPLIANCE

Audit

The City of Surrey has the right to audit its computing environment and electronic communications to ensure compliance with this Policy. Its computing environment, tools and applications are the property of the City of Surrey and are subject to the Freedom of Information and Protection of Privacy Act. The City may monitor, copy, access or disclose any information or files that are stored, processed, received or transmitted on its computing environment.

The City of Surrey reserves the right to edit and remove inappropriate information or contributions to its computing environment and electronic communications systems.

Exceptions

Any exception to the Policy must be approved in writing by the Director Information Technology.

Non-Compliance

An employee found to have violated this Policy may be subject to disciplinary action, up to and including termination of employment.

Other users found to have violated this Policy may be denied access to the City's computing environment and electronic communications system and may have their relationship with the City ended.

Users of the City's computing environment and electronic communications systems are subject to the City's Code of Conduct By-Law, 1994, No. 12196, the City's Human Rights Policy, the City's Social Media Policy, and the City's Respectful Workplace Policy.

This Policy is subject to any specific provisions of the Local Government Act, or other relevant legislation or Union agreement.