Appendix 1 (Amended)

**Havering**
LONDON BOROUGH

# LONDON BOROUGH OF HAVERING

# Members ICT Usage Protocol

## July 2018

# Introduction.

The London Borough of Havering ('the Council') recognises the benefits of Information and Communications Technology ('ICT') and encourages the use of ICT equipment systems and services in all aspects of its business.

It is important that the use of ICT resources is regulated however, to ensure that the Council complies with relevant legislation, regulatory codes of practice, Council policies and best ICT practice.

The Council has developed the Members' ICT Protocol to set standards and provide clear guidance on what constitutes acceptable and unacceptable use.

# Scope

This protocol applies to Members who have access to ICT resources provided by the Council.

# Definitions

For the purposes of this Policy, ICT resources mean all elements of the Council's ICT infrastructure, comprising:

- Data network and main computer systems;

- Portable computers, Ipads and phones as provided under the Council's Member ICT scheme, and personal devices set up by IT

- Software and other services (including e-mail and the Internet) accessed through any of the above; and

- Electronic files, data and information accessed through any of the above (Regardless of where they are located or how they are processed or communicated).

# Guidance on the use of ICT Resources

## Use in respect of Council business only

Members should use their Council-provided ICT facilities for official Council related-business activities and those related to other public bodies or organisations on which they are the Council's representative or nominee, e.g. a school governing body. Members should not use personal IT for such activities since it does not have the necessary protection.

While it is not intended to prevent or hinder in any way members from carrying out their duties, members themselves must take account of the distinction

between their official duties as members of the Council and their wider party political role. Party political activity and campaigning falls outside the scope of official duties and does not qualify for the use of Council facilities.

The following activities, whilst not an exhaustive list, are acceptable uses of ICT resources:

1. The sending and receiving of email communications in respect of Council-related business eg emails with residents as ward members, correspondence with council officers on resident's matters, use of IT in roles as lead members or Committee members ;This includes any outside body matters to which the Councillor has been appointed by the Council;
2. Web-based research that relates to Council business;
3. Accessing Council meeting agendas, either via the modern.gov app or the Council's website

As data controllers Councillors must handle personal data with care and act in accordance with the provisions of the General Data Protection Regulation (GDPR). Appendix A explains how members should deal with personal information.


**Use of the Havering e-mail address**

Electronic mail provides an almost instant means of communication 24 hours a day, 365 days a year. It has become the primary means of communication for Council business and a vital resource for Members in carrying out their duties.

Councillors are therefore provided with an e-mail address: i.e. name@havering.gov.uk.

This is an official address and must be used by Councillors as part of their duties as an elected member. The email address makes it apparent what role members are acting in and the Council IT and email system has data protection systems that provide security mechanisms designed to protect Council and residents' information. Members must not use a personal email account or personal IT  when conducting Council-related business.

Councillors may use their Council e-mail address for  their Ward newsletters and associated correspondence and include it as contact details as a means of enabling their constituents to contact them. However, the Council e-mail address should not be used for any election material or party political statements.

Where party politics, electioneering or personal business is conducted members should not use the council system, but should use a Party email address or a personal email address.

The following activities are not an acceptable use of the Council's IT resources and Councillor e.mail address and may result in a breach of the Code of Conduct

1. The access to or creation, transmission or publication of any illegal or indecent images, sounds, data or other material.
2. The creation, transmission or publication of any material which is designed or likely to cause offence, inconvenience, discrimination or needless anxiety, or which may intimidate or cause harassment.
3. Use of resource to convey personal criticism of another Member or Officer(s) of the Council
4. Party political activity and election campaigning
5. A personal data breach (GDPR)
6. Use of Council resources, including email, by anyone other than the authorised Councillor
7. Deliberate activities with any of the following characteristics or that by their nature could result in:
   i. wasting staff resources or other users' efforts (including other Members) or network resources;
   ii. corrupting or destroying other users data;
   iii. violating the privacy of other users;
   iv. disrupting the work of other users;
   vii. the introduction or spreading of viruses.
8. Any use of the Internet or other ICT facilities that could damage the reputation of the Council.

## Additional Considerations

In the course of duties Councillors will likely receive sensitive personal data which is to be stored and processed on ICT equipment supplied by the Council. Councillors are therefore registered with the Information Commissioner's Office as data controllers as required by GDPR. Guidance on the practical steps to be followed to comply with the GDPR is attached at Appendix A

Members should also give careful consideration to the application of specific functions available for use with electronic email, including the 'reply all' function and the forwarding on of email; information, particularly that which contains personal details, should only be sent to limited people .

If members do not wish to receive emails from a particular sender(s) then a filter can be placed on  their account by Council ICT Support Services who can be contacted at 01708 432515.

# Responsibilities

Members must take reasonable precautions to safeguard equipment. If IT equipment is damaged, lost or stolen it is the responsibility of the Member to immediately report it to the ICT Service Desk on 01708432515 or visit the drop in point, located within Business Systems at the Town Hall.

Any theft should be referred to the Police immediately and the ICT Service Desk notified of the Criminal Incident number.

The Member must ensure that their home contents policy covers the cost of equipment replacement, or must fund replacement equipment from the Members' basic allowance.

If the IT equipment has been misused (either by physical damage or in contravention of this policy) the London Borough of Havering reserves the right to require its return, and charge the cost of repair or replacement.

All ICT Facilities provided by the Council shall remain the property of the Council and must be surrendered to the Council in the event that a Member ceases to be a Councillor at the London Borough of Havering. In this event access to Council electronic systems will be suspended and terminated within ten working days.

Members must agree to return any ICT resource on request by Business Systems for the purposes of:

1.    Audit
2.    Upgrade
3.    Repair
4.    Maintenance

If members are in any doubt as to whether they should use facilities provided by the Council for a particular purpose they should contact the Council's Monitoring Officer for further advice.