

**Bolsover District Council,  
North East Derbyshire District Council  
&  
Rykneld Homes Ltd**

**INFORMATION  
SECURITY POLICY**

**April 2014**

**CONTROL SHEET FOR Information Security Policy**

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## Contents

1	Introduction .....	72
2	Scope.....	72
3	Principles.....	72
4	Risks .....	73
5	Information Security Policy.....	73
5.1	Email (Appendix 1) .....	73
5.2	Internet Acceptable Usage (Appendix 2) .....	74
5.3	Software (Appendix 3).....	75
5.4	ICT Access (Appendix 4).....	75
5.5	PSN Acceptable Usage and Personal Commitment Statement (Appendix 5) .....	75
5.6	Human Resources Information Security Standards (Appendix 6).....	75
5.7	Information Protection Policy (Appendix 7).....	75
5.8	Computer, Telephone and Desk Use (Appendix 8).....	76
5.9	Remote Working (Appendix 9).....	76
5.10	Removable Media (Appendix 10).....	77
5.11	Information Security Incident Management (Appendix 11) .....	77
5.12	ICT Infrastructure Security (Appendix 12).....	77
5.13	Data Protection.....	77
6	Responsibility for Implementation .....	78
7	Policy Compliance .....	78
8	Exceptions.....	79
9	Glossary of terms.....	80
10	Contact Information .....	80
	APPENDIX 1 - E-MAIL POLICY .....	82
	APPENDIX 2 - INTERNET ACCEPTABLE USAGE POLICY .....	92
	APPENDIX 3 - SOFTWARE POLICY .....	99
	APPENDIX 4 - ICT ACCESS POLICY.....	103
	APPENDIX 5 - PSN ACCEPTABLE USAGE POLICY AND PERSONAL COMMITMENT STATEMENT .....	107
	APPENDIX 6 - HUMAN RESOURCES INFORMATION SECURITY STANDARDS POLICY .....	112
	APPENDIX 7 - INFORMATION PROTECTION POLICY .....	115

## Information Security Policy

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APPENDIX 8 - COMPUTER, TELEPHONE AND DESK USE POLICY .....	120
APPENDIX 9 - REMOTE WORKING.....	123
APPENDIX 10 - REMOVABLE MEDIA POLICY .....	128
APPENDIX 11 - INFORMATION SECURITY INCIDENT MANAGEMENT POLICY .....	133
APPENDIX 12 - IT INFRASTRUCTURE SECURITY POLICY.....	140
APPENDIX 13 - ICT INDUCTION DECLARATION .....	147

## 1.1

### 1 Introduction

In order to ensure the continued delivery of services to our customers, Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. are making ever increasing use of Information and Communication Technology (ICT).

The information that the district councils and Rykneld Homes Ltd. holds, processes, maintains and shares with other public sector organisations is an important asset that, like other important business assets, needs to be suitably protected.

In order to maintain public confidence and ensure that the district councils and Rykneld Homes comply with relevant statutory legislation, it is vital that Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. maintain the highest standards of information security. As such, a number of policies are in place to maintain these high standards of information security; these are attached as appendices to this summary document. Members requirements are covered in the Members ICT Charter.

### 2 Scope

The policies applies to all users, the definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council , North East Derbyshire District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers, where they have access to ICT facilities.

These policies are produced in line with guidelines that are available as of September 2013. These include the Data Protection Act 1998 and standards such as the Public Services Network (PSN) Code of Connection. The policy will be updated in the event of changes to the Act and new guidelines published in respect to the PSN.

### 3 Principles

This document provides a summary of the information security policies developed by Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. The objective of these policies is to ensure the highest standards of information security are maintained across the district councils and Rykneld Homes at all times so that:

- The public and all users of the district councils and Rykneld Homes information systems are confident of the confidentiality, integrity and availability of the information used and produced.
- Business damage and interruption caused by security incidents are minimised.
- Customer and employee data is adequately protected and the risk of data protection breaches reduced.

- All legislative and regulatory requirements are met.
- The district councils and Rykneld Homes ICT equipment and facilities are used responsibly, securely and with integrity at all times.

#### **4 Risks**

Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd recognises that there are risks associated with users accessing and handling information in order to conduct official council or Rykneld Homes business. This policy aims to mitigate those risks.

Non-compliance with this policy could have a significant effect on the efficient operation of the council or Rykneld Homes and may result in financial loss and an inability to provide necessary services to our customers.

#### **5 Information Security Policy**

The detailed policies that are attached as appendices include:

- Email Policy (Appendix 1)
- Internet Acceptable Usage Policy (Appendix 2)
- Software Policy (Appendix 3)
- ICT Access Policy (Appendix 4)
- PSN Acceptable Usage Policy and Personal Commitment Statement (Appendix 5)
- Human Resources Information Security Standards (Appendix 6)
- Information Protection Policy (Appendix 7)
- Computer, Telephone and Desk Use Policy (Appendix 8)
- Remote Working Policy (Appendix 9)
- Removable Media Policy (Appendix 10)
- Information Security Incident Management Policy (Appendix 11)
- IT Infrastructure Policy (Appendix 12)

A summary of the relevant points as they apply to all users is included below, although employees should always refer to the relevant appendix for more detailed policy information.

##### **5.1 Email (Appendix 1)**

- The use of email facilities will be permitted only by users that have been specifically designated as authorised users for that purpose, received appropriate training and have confirmed in writing that they accept and agree to abide by the terms of this policy.
- All emails sent via the Government Connect Secure Extranet (GCSx) carrying PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) content and/or

attachments must be of the format “@<council>.gcsx.gov.uk”. A full explanation of the National Protective Marking scheme is available on the Council Intranet.

- Non-work email accounts **must not** be used to conduct or support official business.
- Users must ensure that any emails containing sensitive information must be sent from an official council email and be protected accordingly.
- All official external e-mail must carry the official council disclaimer.
- Under no circumstances should users communicate material (either internally or externally), which is defamatory, obscene, or does not comply with the equality legislation.
- Forwarding of email to non-work email accounts must be considered carefully to prevent personal data, PROTECT, RESTRICTED or OFFICIAL material being transmitted inappropriately.
- Auto forwarding of email to email addresses outside of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd is not permitted.
- The legal status of an email message is similar to any other form of written communication. Consequently, any e-mail message sent from a facility provided to conduct or support official Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd business should be considered to be an official communication from the council or Rykneld Homes.
- Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd maintain their legal right, in accordance with the Regulation of Investigatory Powers Act 2000, to monitor and audit the use of email by authorised users to ensure adherence to this Policy. Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd reserve the right, with written approval from an appropriate Director or the Human Resources Manager, to monitor emails sent within the councils and Rykneld Homes email system.... without further notifying the individual concerned that the right is being exercised. Please see Appendix 1, specifically section 3.1, for further clarification on this issue.
- Users should be aware that deletion of e-mail from individual accounts does not necessarily result in permanent deletion from the councils or Rykneld Homes ICT systems.
- It should also be noted that email and attachments may need to be disclosed under the Data Protection Act 1998 or the Freedom of Information Act 2000.

## 5.2 Internet Acceptable Usage (Appendix 2)

- Internet use is monitored by the district councils and Rykneld Homes.
- Users must familiarise themselves with the detail, essence and spirit of this policy before using the Internet facility provided.
- At the discretion of line manager, and provided it does not interfere with your work, the councils and Rykneld Homes permits personal use of the Internet in your own time (for example during your lunch-break).
- Users are responsible for ensuring the security of their Internet account logon-id and password. Individual user log-on id and passwords should only be used by that individual user, and they should be the only person who accesses their Internet account.
- Users **must not** create, download, upload, display or access knowingly, sites that contain pornography or other “unsuitable” material that might be deemed illegal, obscene or offensive.

Users must assess any risks associated with Internet usage and ensure that the Internet is the most appropriate mechanism to use.

### **5.3 Software (Appendix 3)**

- All software acquired must be purchased through the ICT Section.
- Under no circumstances should personal or unsolicited software be loaded onto a council or Rykneld Homes machine.
- Every piece of software is required to have a licence and the councils and Rykneld Homes will not condone the use of any software that does not have a licence.
- Unauthorised changes to software **must not** be made.
- Users are not permitted to bring software from home (or any other external source) and load it onto councils or Rykneld Homes computers.
- Users **must not** attempt to disable or reconfigure the personal firewall software.
- Illegal reproduction of software is subject to civil damages and criminal penalties.

### **5.4 ICT Access (Appendix 4)**

- All users must use strong passwords, see appendix 4 for details.
- Passwords must be protected at all times and must be changed at least every 60 days.
- It is a users responsibility to prevent their user ID and password being used to gain unauthorised access to the Councils or Rykneld Homes systems.
- Partner agencies or 3rd party suppliers must not be given details of how to access the Councils or Rykneld Homes network without permission from the ICT Manager.
- Partners or 3rd party suppliers must contact the ICT Section before connecting to the Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. network.

### **5.5 PSN Acceptable Usage and Personal Commitment Statement (Appendix 5)**

This applies mainly to North East Derbyshire and Bolsover but Rykneld Homes also have a need to send and receive secure communications.

- Each PSN (Public Services Network) user must read, understand and sign the 'Personal Commitment Statement' to verify they have read and accepted the policy.

### **5.6 Human Resources Information Security Standards (Appendix 6)**

- Every ICT user must be aware of, and understand, this policy, and the policies detailed in the appendices.

### **5.7 Information Protection Policy (Appendix 7)**

- The councils and Rykneld Homes must draw up and maintain inventories of all important information assets.



- All information assets, where appropriate, must be assessed and classified by the owner in accordance with the HMG(Her Majesty's Government) Security Policy Framework (SPF).
- Information up to RESTRICTED or OFFICIAL(subject to descriptor) sent via the Government Connect Secure Extranet (GCSx) must be labelled appropriately using the SPF guidance.
- Access to information assets, systems and services must be conditional on acceptance of the appropriate Acceptable Usage Policy.
- Users should not be allowed to access information until their Line Manager is satisfied that they understand and agree the legislated responsibilities for the information that they will be handling.
- PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) information must not be disclosed to any other person or organisation via any insecure methods including paper based methods, fax and telephone.
- Disclosing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) classified information to any external organisation is also prohibited, unless via the GCSx email.
- Where GCSx email is available to connect the sender and receiver of the email message, this must be used for all external email use and must be used for communicating PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) material.
- The disclosure of PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) classified information in any way other than via GCSx email is a disciplinary offence.

### **5.8 Computer, Telephone and Desk Use (Appendix 8)**

- Users must adhere to North East Derbyshire District Council, Bolsover District Council and Rykneld Homes Ltd. Computer, Telephone and Desk Use Policy at all times.
- Users should aim to maintain a clear desk at all times.
- North East Derbyshire District Council, Bolsover District Council and Rykneld Homes Ltd. PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information must be stored in a facility (e.g. lockable safe or cabinet) commensurate with this classification level.

### **5.9 Remote Working (Appendix 9)**

- It is the users responsibility to use portable computer devices in an acceptable way. This includes not installing software, taking due care and attention when moving portable computer devices and not emailing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information to a non-council or non Rykneld Homes email address.
- Users should be aware of the physical security dangers and risks associated with working within any remote office or mobile working location.
- All PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) data held on portable computer devices must be encrypted.

### 5.10 Removable Media (Appendix 10)

- The use of all removable media devices is prohibited unless a business case is agreed, security training has been given, and agreement signed to this effect.
- Any removable media device that has not been supplied by IT **must not** be used.
- All data stored on removable media devices **must** be encrypted where possible, and personal data must not be stored on devices that are not encrypted. Only data that is authorised and necessary to be transferred should be saved on to the removable media device. N.B. Data that has been deleted can still be retrieved.
- Removable media devices must not be used for archiving or storing records as an alternative to other storage equipment.
- Damaged or faulty removable media devices must not be used.
- Special care **must** be taken to physically protect the removable media device and stored data from loss, theft or damage. Anyone using removable media devices to transfer data must consider the most appropriate way to transport the device and be able to demonstrate that they took reasonable care to avoid damage or loss.
- Removable media devices that are no longer required, or have become damaged, must be taken to the IT section for secure disposal.
- Users should be aware of their responsibilities in regard to the Data Protection Act and report any suspected breaches.

### 5.11 Information Security Incident Management (Appendix 11)

- All users should report any incidents or suspected incidents immediately by contacting the ICT Section.
- Anonymity when reporting an incident can be maintained if desired.
- If an incident requires information to be collected for an investigation, strict rules must be adhered to. Internal Audit should be contacted for guidance.
- Users should be aware of their responsibilities in regard to the Data Protection Act and report any suspected breaches.

### 5.12 ICT Infrastructure Security (Appendix 12)

- PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information, and equipment used to store and process this information, must be **stored** securely.
- Desktop PCs should not have data stored on the local hard drive. This may require training and support from ICT for some users to migrate their files to network drives.
- Non-electronic information must be assigned an owner and a classification. PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information must have appropriate information security controls in place to protect it.
- Users should be aware of their responsibilities in regard to the Data Protection Act and report any suspected breaches.
- Desktop PCs should not have data stored on the local hard drive.
- Equipment that is to be reused or disposed of must be returned to ICT to have all of its **data and software erased / destroyed**.

### 5.13 Data Protection

- At Bolsover and North East Derbyshire the Strategy and Performance department ensures that every member of users is aware of, and understands, their responsibilities

under the Data Protection Act 1998 and other relevant legislation. At Rykneld Homes this is undertaken by their Business Development Manager.

- Adherence to this policy and the specific policies listed supports compliance with the Data Protection Act 1998 and reduces the risk of data protection breaches.

## 6 Responsibility for Implementation

The following table identifies who within North East Derbyshire District Council, Bolsover District Council and Rykneld Homes Ltd. is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

- **Responsible** - the person(s) responsible for developing and implementing the policy.
- **Accountable** - the person who has ultimate accountability and authority for the policy.
- **Consulted** - the person(s) or groups to be consulted prior to final policy implementation or amendment.
- **Informed** - the person(s) or groups to be informed after policy implementation or amendment.

<b>Responsible</b>	ICT Manager
<b>Accountable</b>	Section 151 Officer
<b>Consulted</b>	Human Resources, Data Protection Officer, Scrutiny, Consultative groups (UECG, JCG).
<b>Informed</b>	All Bolsover District Council , North East Derbyshire District Council or Rykneld Homes Ltd's Employees, all users as defined in the scope

## 7 Policy Compliance

All users will be required to undertake an ICT Induction and sign a declaration confirming they have received the training and confirm they will abide by the ICT Policies. A copy of this form can be seen in Appendix 13.

If any user is found to have breached this, or any policy contained within the Appendices attached, they will be subject to North East District Council, Bolsover District Council or Rykneld Homes Ltd. disciplinary procedure, as appropriate. If a criminal offence is

considered to have been committed the Council will support any action to assist in the prosecution of the offender(s).

If you do not understand the implications of this, or any policy contained within the Appendices attached, or how they may apply to you, seek advice from your line manager.

Non-compliance is defined as any one or more of the following:

- Any breach of policy statements or controls listed in this policy
- Unauthorised disclosure or viewing of confidential data or information belonging to North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd's
- Unauthorised changes to information, software or operating systems
- The use of hardware, software, communication networks and equipment, data or information for illicit purposes which may include violations of any law, regulation or reporting requirements of any law enforcement agency or government body
- The exposure of North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd to actual or potential monetary loss through any compromise of security
- Any person who knows of or suspects a breach of this policy must report the facts immediately to the Information Security Manager or their department or service manager.

### **8 Exceptions**

In the following exceptional cases compliance with some parts of the policy may be relaxed. The parts that may be relaxed will depend on the particular circumstances of the incident in question.

- If complying with the policy would cause significant damage to North East Derbyshire District Council, Bolsover District Council & Rykneld Homes Ltd's reputation or ability to operate
- If complying with the policy would breach Health and Safety.
- If an emergency, within the context of the emergency plan, arises

In such cases, the user concerned must take the following action:

- Ensure that a North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd's manager is aware of the situation and the action to be taken.
- Ensure that the situation and the actions taken are recorded in as much detail as possible and reported to the ICT Service Desk.
- Ensure that the situation is reported to the Information Security Manager as soon as possible.
- Failure to take these steps may result in disciplinary action.

In addition, ICT maintains a list of known exceptions and non-conformities to the policy. This list contains:

- Known breaches that are in the process of being rectified
- Minor breaches that are not considered to be worth rectifying
- Any situations to which the policy is not considered applicable.

Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd will take no disciplinary action in relation to known, authorised exceptions to the information security management system.

This policy will be included within the North East Derbyshire District Council, Bolsover District Council & Rykneld Homes Ltd's Internal Audit Programme, and compliance checks will take place to review the effectiveness of its implementation.

## 9 Glossary of terms

**Public Services Network(PSN)** - This is a secure wide area network (WAN) that allows access to Central Government systems, secure data transfer, secure email and accredited solutions provided by public sector organisations and accredited 3rd parties. At present this includes gcsx secure email, CIS(Benefits), TellUsOnce and Electoral Registration systems. The scope of the PSN network covers local authorities, central government departments, National Health Service, the Criminal Justice Extranet and the Police National Network.

**Government Security Classifications** - a marking scheme of information assets as used by the UK Government. A new marking classification comes into effect from April 2nd 2014. Details of this scheme can be found via <https://www.gov.uk/government/publications/government-security-classifications> and the new marking classification guidelines can be found in Appendix A. Documents marked under the old marking scheme will still be in circulation and details of the scheme are found in Appendix B. There is no direct correlation between the two schemes but we should only ever receive documents marked 'UNCLASSIFIED', 'RESTRICT' or 'PROTECT' under the old scheme or 'OFFICIAL' under the new 2014 scheme. The latter may have additional caveat of '-SENSITIVE' and descriptor of '[COMMERCIAL]' or '[PERSONAL]'.

## 10 Contact Information

At the time of publication of this policy the *ICT Servicedesk* is available on :-

- Self Service portal > <http://sworksrv.ne-derbyshire.gov.uk/sw/selfservice/>
- Email :- [servicedesk@ne-derbyshire.gov.uk](mailto:servicedesk@ne-derbyshire.gov.uk)
- Telephone :- **3001** or **01246 217103**

- 
- Monday to Friday 08:00am - 5:30pm

For incidents outside of these hours please contact the Information Security Manager who is the IT Manager.

## **APPENDIX 1 - E-MAIL POLICY**

### **1. Introduction**

Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd. will ensure all users of council and Rykneld Homes email facilities are aware of the acceptable use of such facilities.

The Policy establishes a framework within which users of Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd's email facilities can apply self-regulation to their use of email as a communication and recording tool.

### **2. Scope**

This policy covers all email systems and facilities that are provided by Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd for the purpose of conducting and supporting official business activity through the , Bolsover District Council , North East Derbyshire District Council or Rykneld Homes Ltd's network infrastructure and all stand alone and portable computer devices.

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers, who have been designated as authorised users of email facilities.

The use of email facilities will be permitted only by users that have been specifically designated as authorised users for that purpose, received appropriate training and have confirmed in writing that they accept and agree to abide by the terms of this policy.

The use of email facilities by users that have not been authorised for that purpose will be regarded as a disciplinary offence.

The policies are based on industry good practice and intend to satisfy the requirements set out by the Government Connect Secure Extranet Code of Connection (CoCo).

References to PROTECT, RESTRICTED and OFFICIAL and guidance on assessing and handling such information are explained in the PSN acceptable usage policy within the national protective marking scheme and Government Security Classification scheme.

### **3. Email Policy**

### 3.1 Email as Records

- All emails that are used to conduct or support the councils business must be sent using a “@<council>.gov.uk” address. All emails that are used to conduct or support official Rykneld Homes Ltd business must be sent using a “@rykneldhomes.org.uk” address.
- All emails sent via the Government Connect Secure Extranet (GCSx) carrying PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) content and/or attachments must be of the format “@council.gcsx.gov.uk”.
- Non-work email accounts **must not** be used to conduct or support official business.
- Users must ensure that any emails containing sensitive information must be sent from an official council email and be protected accordingly.
- All official external e-mail must carry the official council disclaimer.
- Under no circumstances should users communicate material (either internally or externally), which is defamatory, obscene, or does not comply with equality legislation.
- Where GCSx email is available to connect the sender and receiver of the email message, this **must be used** for communicating PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) material.
- Where GCSx email is **not** available to connect the sender and receiver of the email message, and information classified as PROTECT OR OFFICIAL(subject to descriptor) is being transferred, encryption **should** be used for all content and/or attachments that contain that classification. The ICT Service Desk will advise on options available.
- Where GCSx email is **not** available to connect the sender and receiver of the email message, and information classified as RESTRICTED or OFFICIAL(subject to descriptor) is being transferred, encryption **must** be used for all content and/or attachments that contain that classification. The ICT Service Desk will advise on options available.
- Emails carrying PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) contents and/or attachments must be labelled to highlight the sensitivity and value that the information has to the data owner. This will be in the format of the Subject Header containing the label “PROTECT”, “RESTRICTED” or “OFFICIAL”(with appropriate descriptor) as appropriate.
- Auto forwarding of email to email addresses outside of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd is not permitted.
- Automatic forwarding of email within the organisations email system must be considered carefully to prevent PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) material being forwarded inappropriately.

Non-work email accounts **must not** be used to conduct or support official Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd business. Users must ensure that any emails containing sensitive information must be sent from an official council email. Any Bolsover District Council or North East Derbyshire District Council emails containing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information must be sent from a GCSx email. All emails that represent aspects of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd



business or Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd administrative arrangements are the property of Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd., as appropriate, and not of any individual employee.

Emails held on North East Derbyshire District Council, Bolsover District Council & Rykneld Homes Ltd equipment are considered to be part of the corporate record and email also provides a record of user's activities.

The legal status of an email message is similar to any other form of written communication. Consequently, any e-mail message sent from a facility provided to conduct or support official Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd business should be considered to be an official communication from the council or Rykneld Homes. In order to ensure that Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd is protected adequately from misuse of e-mail, the following controls will be exercised:

1. It is a condition of acceptance of this policy that users comply with the instructions given during the email training sessions.
11. All official external e-mail must carry the following disclaimer:

*"Disclaimer*

*This email is confidential, may be legally privileged and contain personal views that are not the views of **Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd (amend as required).***

*It is intended solely for the addressee. If this email was sent in error please notify the sender, delete the email and do not disclose, copy, distribute, or rely on it. Under the Data Protection Act 1998 and the Freedom of Information Act 2000 the contents of this email may be disclosed.*

*This message and attached files have been virus scanned.  
Attachments are opened at your own risk."*

Whilst respecting the privacy of authorised users, Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd maintains its legal right, in accordance with the Regulation of Investigatory Powers Act 2000, to monitor and audit the use of email by authorised users to ensure adherence to this Policy. Any such interception or monitoring will be carried out in accordance with the provisions of that Act. Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd reserves the right, with written approval from an appropriate Director or the Human Resources Manager, to monitor emails sent within the councils & Rykneld Homes email system (including personal emails) and to access mailboxes and private directories without further notifying the individual concerned that the right is being exercised.

The councils and Rykneld Homes may exercise this right, with written approval from an appropriate Director or the Human Resources Manager and in accordance with the Data Protection Policy, in order to establish facts relevant to the councils & Rykneld Homes' business and to comply with:

- regulatory practices or procedures,
- to prevent or detect crime,
- to ensure compliance with Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd policies,
- to investigate or detect unauthorised uses of the system or to ensure the effective operation of the system (e.g. to check if viruses are being transmitted).
- to ensure critical work or urgent items can be actioned.
- disclosure under the Data Protection Act 1998 or the Freedom of Information Act 2000.

In these circumstances you do not have a right to privacy when using the Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd's information systems or in relation to any communication generated, received or stored on the Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd's information systems.

These actions will be supervised by the Information Security Manager.

Users should be aware that deletion of e-mail from individual accounts does not necessarily result in permanent deletion from the councils or Rykneld Homes ICT systems.

It should also be noted that email and attachments may need to be disclosed under the Data Protection Act 1998 or the Freedom of Information Act 2000. Further information regarding this can be obtained from the appropriate Data Protection Officer.

### **3.2 Email as a Form of Communication**

Email is designed to be an open and transparent method of communicating. However, it cannot be guaranteed that the message will be received or read, nor that the content will be understood in the way that the sender of the email intended. It is therefore the responsibility of the person sending an email to decide whether email is the most appropriate method for conveying time critical or PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information or of communicating in the particular circumstances.

All emails sent to conduct or support official Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd business must comply with corporate communications standards. Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd's Communications and Operation Management Policy must be applied to email communications.

Email must not be considered to be any less formal than memo's or letters that are sent out from a particular service or the authority. When sending external email, care should be taken not to contain any material which would reflect poorly on the Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd's reputation or its relationship with customers, clients or business partners.

When sending emails internally or externally the user should exercise due care in selecting the recipients to send the communication to. This is particularly important when sending personal and sensitive data.

Under no circumstances should users communicate material (either internally or externally), which is, for example, defamatory, obscene, or does not comply with the Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd's Equal Opportunities Policy, or which could reasonably be anticipated to be considered inappropriate. Any user who is unclear about the appropriateness of any material, should consult their line manager prior to commencing any associated activity or process.

IT facilities provided by Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd for email should not be used:

- For the transmission of unsolicited commercial or advertising material, chain letters, or other junk-mail of any kind, to other organisations.
- For the unauthorised transmission to a third party of PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) material concerning the activities of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd.
- For the transmission of material such that this infringes the copyright of another person, including intellectual property rights.
- For activities that unreasonably waste users effort or use networked resources, or activities that unreasonably serve to deny the service to other users.
- For activities that corrupt or destroy other users' data.
- For activities that disrupt the work of other users.
- For the creation or transmission of any offensive, obscene or indecent images, data, or other material, or any data capable of being resolved into obscene or indecent images or material.
- For the creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety.
- For the creation or transmission of material that is abusive or threatening to others, or serves to harass or bully others.
- For the creation or transmission of material that either discriminates or encourages discrimination on racial or ethnic grounds, or on grounds of gender, marital status, disability, political, religion or belief, maternity or paternity, civil partnership, gender reassignment or sexual orientation.
- For the creation or transmission of defamatory material.
- For the creation or transmission of material that includes false claims of a deceptive nature.
- For the use of impolite terms or language, including offensive or condescending terms.
- For activities that violate the privacy of other users.
- For unfairly criticising individuals, including copy distribution to other individuals.

- For publishing to others the text of messages written on a one-to-one basis, without the prior express consent of the author.
- For the creation or transmission of anonymous messages - i.e. without clear identification of the sender.
- For the creation or transmission of material which brings North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd into disrepute.

### 3.3 Junk Mail

There may be instances where a user will receive unsolicited mass junk email or spam. It is advised that they delete such messages without reading them. Do not reply to the email. Even to attempt to remove the email address from the distribution list can confirm the existence of an address following a speculative e-mail.

Before giving your e-mail address to a third party, for instance a website, consider carefully the possible consequences of that address being passed (possibly sold on) to an unknown third party, and whether the benefits outweigh the potential problems.

Chain letter e-mails (those that request you forward the message to one or more additional recipients who are unknown to the original sender) **must not** be forwarded using Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd systems or facilities.

### 3.4 Mail Box Size

In order to ensure that the systems enabling email are available and perform to their optimum, users should endeavour to avoid sending unnecessary messages. In particular, the use of the “global list” of e-mail addresses is discouraged.

Users are provided with a limited mail box size of 120mb to reduce problems associated with server capacity. Users should manage their email accounts to remain within the limit, ensuring that items are filed or deleted as appropriate to avoid any deterioration in systems.

Email messages can be used to carry other files or messages either embedded in the message or attached to the message. If it is necessary to provide a file to another person, then a reference to where the file exists should be sent rather than a copy of the file. This is to avoid excessive use of the system and avoids filling to capacity another person’s mailbox. If a copy of a file must be sent then it should not exceed 5mb in size.

### 3.5 Monitoring of Email Usage

All users should be aware that email usage is monitored and recorded centrally. The monitoring of email (outgoing and incoming) traffic will be undertaken so that Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd:

- Can plan and manage its resources effectively.
- Ensures that users act only in accordance with policies and procedures.
- Ensures that standards are maintained.
- Can prevent and detect any crime.

- Can investigate any unauthorised use.

Monitoring of content will only be undertaken by users specifically authorised for that purpose. These arrangements will be applied to all users and may include checking the contents of email messages for the purpose of:

- a. Establishing the existence of facts relevant to the business, client, supplier and related matters.
- b. Ascertaining or demonstrating standards which ought to be achieved by those using the facilities.
- c. Preventing or detecting crime.
- d. Investigating or detecting unauthorised use of email facilities.
- e. Ensuring effective operation of email facilities.
- f. Determining if communications are relevant to the business.
- g. It should also be noted that email and attachments may need to be disclosed under the Data Protection Act 1998 or the Freedom of Information Act 2000.

Where a manager suspects that the email facilities are being abused by a user, they should contact the Information Security Manager. Designated users in the ICT Section can investigate and provide evidence and audit trails of access to systems. The ICT Section will also comply with any legitimate requests from authorised bodies under the Regulation of Investigatory Powers legislation for this information.

Access to another employee's email is strictly forbidden unless the employee has given their consent, or their email needs to be accessed by their line manager for specific work purposes whilst they are absent. If this is the case Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd may exercise this right, with written approval from an appropriate Director or Assistant Director or the Human Resources Manager and in accordance with the Data Protection Policy. This must be absolutely necessary and has to be carried out with regard to the rights and freedoms of the employee. Managers must only open emails which are relevant.

### **3.6 Categorisation of Messages**

When creating an email, the information contained within it must be assessed and classified by the owner according to the content, when appropriate. It is advisable that all emails are protectively marked in accordance with the HMG Security Policy Framework (SPF). The marking classification will determine how the email, and the information contained within it, should be protected and who should be allowed access to it.

The SPF requires information to be protectively marked into one of 6 classifications. The way the document is handled, published, moved and stored will be dependent on this scheme.

From April 2014 the classifications are:

- OFFICIAL

- SECRET
- TOP SECRET

The classifications pre April 2014 may remain in circulation and are:

- Unclassified.
- PROTECT.
- RESTRICTED.
- CONFIDENTIAL.
- SECRET.
- TOP SECRET.

Information up to RESTRICTED or OFFICIAL sent via GCSx must be marked appropriately using the SPF guidance.

We should never receive or mark emails with the classifications SECRET, TOP SECRET or CONFIDENTIAL.

You should refer to the Information Protection Policy for full details on the application of information classification.

### 3.7 Security

Emails sent between:

ne-derbyshire.gov.uk and ne-derbyshire.gov.uk

ne-derbyshire.gov.uk and rykneldhomes.org.uk

ne-derbyshire.gov.uk and bolsover.gov.uk

rykneldhomes.org.uk and rykneldhomes.org.uk

rykneldhomes.org.uk and ne-derbyshire.gov.uk

rykneldhomes.org.uk and Bolsover.gov.uk

bolsover.gov.uk and bolsover.gov.uk

bolsover.gov.uk and ne-derbyshire.gov.uk

Bolsover.gov.uk and rykneldhomes.org.uk

addresses are held with the same network and are deemed to be secure. However, emails that are sent outside this closed network travel over the public communications network and are liable to interception or loss. There is a risk that copies of the email are left within the public communications system. Therefore, North East Derbyshire District Council or Bolsover District Council PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) material must not be sent via email outside a closed network, unless via the GCSx email.

Where GCSx email is available to connect the sender and receiver of the email message, this **must be used** for all external email use and must be used for communicating PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) material.

Where GCSx email is not available to connect to the receiver of the email message, and information classified as PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) is being transferred, encryption should be used for all content and/or attachments that contain that classification. Please contact the Service Desk if the intended recipient does not have GCSx email or, as the sender, you require a GCSx email account.

Emails carrying PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) contents and/or attachments must be labelled to highlight the sensitivity and value that the information has to the data owner. This will be in the format of the Subject Header containing the label “PROTECT”, “RESTRICTED” or “OFFICIAL” (with appropriate descriptor) as appropriate.

**All users that require access to GCSx email must read, understand and sign the PSN Acceptable Usage Policy and Personal Commitment Statement.**

### **3.8 Confidentiality**

All users are under a general requirement to maintain the confidentiality of information. There are also particular responsibilities under Data Protection legislation to maintain the confidentiality of personal data (customers and employees). If any user is unsure of whether they should pass on information, they should consult the relevant Data Protection Officer.

Users must make every effort to ensure that the confidentiality of email is appropriately maintained. Users should be aware that a message is not deleted from the system until all recipients of the message and of any forwarded or attached copies have deleted their copies. Moreover, confidentiality cannot be assured when messages are sent over outside networks, such as the Internet, because of the insecure nature of most such networks and the number of people to whom the messages can be freely circulated without the knowledge of Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd.

Care should be taken when addressing all emails, but particularly where they include PROTECT, RESTRICTED or OFFICIAL information, to prevent accidental transmission to unintended recipients. Particular care should be taken if the email client software auto-completes an email address as the user begins typing a name.

Automatic forwarding of email (for example when the intended recipient is on leave) must be considered carefully to prevent PROTECT, RESTRICTED or OFFICIAL material being forwarded inappropriately. Rules can be implemented to include or exclude

certain mail based on the sender or subject. If you require assistance with this, please contact the ICT Servicedesk in the first instance.

The automatic forwarding of a GCSx email to a lower classification email address (i.e. a standard .gov.uk email) contradicts national guidelines and is therefore not acceptable.

### 3.9 Negligent Virus Transmission

Computer viruses are easily transmitted via email and internet downloads. Full use must therefore be made of Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd's anti-virus software. If any user has concerns about possible virus transmission, they must report the concern to the ICT section.

In particular, users:

- Must not transmit by email any file attachments which they know to be infected with a virus.
- Must not download data or programs of any nature from unknown sources.
- Must ensure that an effective anti-virus system is operating on any computer which they use to access North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd facilities.
- Must not forward virus warnings other than to the ICT Servicedesk.
- Must report any suspected files to the ICT Servicedesk.

In addition, the councils and Rykneld Homes will ensure that email is virus checked at the network boundary and at the host, and where appropriate will use two functionally independent virus checkers.

If a computer virus is transmitted to another organisation, the councils or Rykneld Homes could be held liable if there has been negligence in allowing the virus to be transmitted. Users must therefore comply with the Software Policy.



## **APPENDIX 2 - INTERNET ACCEPTABLE USAGE POLICY**

### **1. Introduction**

Bolsover District Council, North East Derbyshire District Council, and Rykneld Homes Ltd. provide many and diverse Information and Communications Technology (“ICT”) services, tools and equipment to employees to be used in the course of their work, including computers, laptops, telephones, internet and email.

The internet has become a fundamental tool which the councils and Rykneld Homes use for research and education purposes. Internally, the councils and Rykneld Homes have also developed Intranet sites (eRic, NEDi, and RYKi) to aid the dissemination of relevant information amongst employees.

The councils and Rykneld Homes support information and communications resources which will enhance the business and service environment. However, with access to computers and people all over the world via ICT comes the availability of material that may not be considered of value in the context of the councils and Rykneld Homes setting. Additionally, as with any resource, there is the possibility of misuse. Accordingly, the councils and Rykneld Homes needs to set guidelines for the use of ICT and, where appropriate, to monitor its use.

However, even with the guidelines, the councils and Rykneld Homes cannot prevent the possibility that some users may access material, even inadvertently, that is not consistent with the policies of the councils or Rykneld Homes or in line with the normal duties and responsibilities of the user.

### **2. Scope**

All information, whether electronic or paper based, relating to our customers, suppliers and business operations should be treated in line with (a) the councils and Rykneld Homes Code of Conduct for Members and Officers, (b) relevant policies and (c) relevant legislation.

#### ***2.1 Legislation:***

Copyright, Designs and Patents Act 1988 - downloading, copying, processing or distributing information from the internet may be an infringement of copyright or other intellectual property rights.

Data Protection Act 1998 - care should be taken in the collection, processing or disclosure of any personal data and all personal data should be processed within the principles of the Act.

Human Rights Act 1998 - The HRA provides for the privacy of personal correspondence and the protection of that privacy while at work. Monitoring unless notified and done properly may infringe these rights

Freedom of Information Act 2000 - all recorded information is potentially disclosable under the Act, including all expressions of fact, intent and opinion. If a request for information is made, the Act prohibits destruction of the information until it is given out in response to the request. Please also see the councils and Rykneld Homes guidelines on retention of information.

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of North East Derbyshire District Council, Bolsover District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who make use of the internet.

### **3. Principles**

This policy sets out the rules by which Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. expects users to employ the ICT services and equipment in order to carry out their duties in a sensible, professional and lawful manner in accordance with law and the councils and Rykneld Homes Code of Conduct for Officers.

The guidelines aim to set out the councils and Rykneld Homes policy on the use and monitoring of ICT and seek to strike a balance between users' right to privacy and the councils and Rykneld Homes responsibility to ensure appropriate use of ICT.

Failure to comply with these guidelines may be viewed as a disciplinary matter and may, therefore, be subject to the councils and Rykneld Homes agreed Disciplinary Procedure and Code of Practice.

It is intended that from time to time, as is required by changes to legislation, technology or councils or Rykneld Homes policy, these Guidelines will be reviewed. Any changes made will be agreed both by the trades unions and members and the changes communicated to the users who have signed the original document. By signing the agreement users are deemed to accept any revisions to this policy that are communicated to them.

Non-compliance with this policy could have a significant effect on the efficient operation of the councils and Rykneld Homes and may result in financial loss and an inability to provide necessary services to our customers.

## **4. What is the Purpose of Providing the Internet Service?**

### **4.1 General guidelines on use of the internet**

Use of the Internet is available at your line manager's discretion. In general, users shall only use the Internet for official purposes, eg access to and the provision of information, research, electronic commerce. Use of information from the Internet shall be directly related to the official duties of the user, or the councils or Rykneld Homes as a whole. All information downloaded from the Internet shall be related to the duties and tasks of the user. However, reasonable personal use is permitted within a users own time at the discretion of their line manager.

Where there is public access to the Internet provided by the councils or Rykneld Homes and a member of the public misuses this provision, it will not be deemed to be the responsibility of any employee present at the time. However, the employee should report this incident as a breach of security to ICT.

Any information distributed or released by users by way of the Internet is subject to the councils or Rykneld Homes guidance on the release of information and shall, prior to such distribution, be approved by the relevant management procedures.

Any proposed links from the councils or Rykneld Homes Internet sites to the other Internet sites must first be authorised by your Director.

Users must be aware that the quality and accuracy of information available on the Internet is variable. It is the responsibility of the individual user to judge whether the information obtained is satisfactory for the purpose for which it will be used, and, if appropriate, steps should be taken to verify this information independently.

Where the Internet is being accessed by employees via a mobile device (laptop or tablet, or smartphone) from an internet connection which is not covered by the councils or Rykneld Homes internet filtering software, the same guidelines on appropriate use of the Internet apply and extra care must be taken not to visit sites which would be deemed unsuitable.

Virus protection software will be installed and configured on all councils and Rykneld Homes computer equipment. The configuration of these must not be altered and is updated regularly. Where home computer facilities are used for work purposes it is the individual's responsibility to ensure that anti virus software is installed and is updated regularly. Care must be taken with mobile storage devices to ensure that files stored on these devices do not become infected.

No personal ICT equipment may be attached to the councils or Rykneld Homes network without the permission of the ICT Manager.

Only memory sticks provided by the council or Rykneld Homes may be used.

### 4.2 Specific Guidelines on Use of the Internet

- Software, including MP3 files, must not be downloaded from the Internet by users without the advice and permission of ICT personnel.
- When participating in newsgroups or mailing lists, users may offer information and advice to others if it is appropriate to their official duties or tasks or if the benefit to be gained by the councils or Rykneld Homes represents a reasonable return in terms of the effort involved.
- Employees must not take part in discussions on political matters via the Internet unless this forms part of the legitimate business of their employment or is in furtherance of their role as an accredited trade union representative.
- Users must not use their access to the Internet for their own private business purposes.
  
- Orders for goods purchased for council or Rykneld Homes purposes must not be placed by way of the Internet without the employee having first obtained approval from their line manager, having authorised the purchase in the normal departmental manner and having complied with the council's or Rykneld Homes Contract Standing Orders and Financial Regulations.
- Users must not use the councils or Rykneld Homes Internet facility for the purpose of gambling.
- Users must not break or attempt to break any system security controls placed on their Internet Account.
- Users must not intentionally access or transmit computer viruses or software programs used to trigger these.
- Users must not intentionally access or transmit information which is obscene, sexually explicit, racist or defamatory or which depicts violent or criminal acts or otherwise represents values that are contrary to councils or Rykneld Homes policy.
- Employees must not intentionally access or transmit information of a political nature unless this forms part of the legitimate business of their employment or is in furtherance of their role as an accredited trade union representative.
- Users must not knowingly break the law.
- If an Internet site containing unsuitable material e.g. of an obscene nature is inadvertently accessed by a user, this must be immediately reported to ICT as a security breach.
- If material is inadvertently accessed which is believed to contain a computer virus, the user must immediately break the connection to the Internet and contact ICT for advice and assistance.
- Users must not copy information originating from others and re-post it without the permission of or acknowledgement to the original source.

## 5. Personal Use of the Internet Service

Any reasonable personal use of the councils and Rykneld Homes ICT services and equipment must comply with the councils and Rykneld Homes Code of Conduct for Officers and Members. Reasonable personal use of such services and equipment:-

- Must not be carried out in works time
- Must not interfere with the performance of your duties.
- Must not take priority over your work responsibilities
- Must not result in the councils or Rykneld Homes incurring expense
- Must not have a negative impact on the councils or Rykneld Homes.
- Must be lawful and in accordance with council and Rykneld Homes Policy and with the guidelines as set out in this document.

Where reasonable personal use is referred to in this document, this section applies.

Reasonable personal use of the councils or Rykneld Homes internet service is permitted only in the employee's own time (i.e. before clocking on, or after clocking off in accordance with the appropriate flexitime Scheme).

## **6. Internet Account Management, Security and Monitoring**

### **6.1 Monitoring and Reporting Internet Use**

All access to the Internet is automatically logged against an identifier unique to the PC of the user, is recorded and may be monitored by the councils and Rykneld Homes. This monitoring will be for the prevention and detection of unauthorised use of the councils and Rykneld Homes communication systems.

*Auditable statistics are kept within ICT of all council and Rykneld Homes Internet access.*

Line managers are able to access details of sites visited by employees and the time spent accessing the internet. Such reporting is not provided on a set basis, but will be available to managers in the normal course of an investigation into inappropriate or prolonged use of the Internet by a user.

The councils and Rykneld Homes ICT actively monitors access to inappropriate sites via the Internet security software. Any 'irregularities' encountered in this process are reported to the line manager of an employee in accordance with the Councils or Rykneld Homes Code of Conduct.

For councils and Rykneld Homes, in the case of an investigation requiring to be carried out into the use of Internet access by a user, the relevant authority (this will be the line manager and/or Human Resources in the cases of an employee) will contact the ICT section who will access the necessary monitored information and provide a report of this to the relevant authority.

Internet filtering software is used to block access to sites which have been deemed unacceptable. In certain cases, where authorised by a line manager, users in specific

posts may be allowed access to sites normally blocked to users where access to sites is required or helpful in the undertaking of the duties of the post.

The councils and Rykneld Homes will provide a secure logon-id and password facility for your Internet account. The IT Section is responsible for the technical management of this account. You are responsible for the security provided by your Internet account logon-id and password. Only you should know your log-on id and password and you should be the only person who uses your Internet account.

## 7. Things You Must Not Do

Access to the following categories of websites is currently blocked using a URL filtering system:

- Adult/Sexual/Pornographic
- Alcohol and Tobacco
- Blogs, Forums and Web chat
- Drugs/Gambling
- Games/Downloads
- Hacking/Peer-to-peer
- Illegal/Criminal activity
- Religious extremism
- Offensive/Intolerance
- Hate and Discrimination
- Mobile Phones/Ringtones
- Personal Dating
- Some Search Engines
- Spyware/Spam URL's
- Violence and Weapons
- Suicide

Except where it is strictly and necessarily required for your work, for example IT audit activity or other investigation, you must **not** use your Internet account to:

- Create, download, upload, display or access knowingly, sites that contain pornography or other “unsuitable” material that might be deemed illegal, obscene or offensive.
- Subscribe to, enter or use peer-to-peer networks or install software that allows sharing of music, video or image files.
- Subscribe to, enter or utilise real time chat facilities such as chat rooms, text messenger or pager programs.
- Run a private business.
- Download any software that does not comply with the councils and Rykneld Homes Software Policy.

The above list gives examples of “unsuitable” usage but is neither exclusive nor exhaustive. “Unsuitable” material would include data, images, audio files or video files the transmission of which is illegal under British law, and, material that is against the rules, essence and spirit of this and other councils and Rykneld Homes policies.

In particular you are reminded that Powerpoint presentations with unsuitable images should not be downloaded.

## **8. Your Responsibilities**

It is your responsibility to:

- Familiarise yourself with the detail, essence and spirit of this policy before using the Internet facility provided for your work.
- Assess any risks associated with Internet usage and ensure that the Internet is the most appropriate mechanism to use.
- Know that you may only use the councils or Rykneld Homes Internet facility within the terms described herein.
- Read and abide by the following related policies:
  - Email Policy. (see Appendix 1)
  - Software Policy. (see Appendix 3)
  - IT Security Policy. (see Summary)

## **9. Whom Should I Ask if I Have Any Questions?**

In the first instance you should refer questions about this policy to your Line Manager who will refer you to an appropriate contact. You should refer technical queries about the councils or Rykneld Homes Internet service to the IT Manager.

## **APPENDIX 3 - SOFTWARE POLICY**

### **1. Introduction**

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. will ensure the acceptable use of software by all users of the councils and Rykneld Homes computer equipment or information systems.

### **2. Scope**

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who make use of ICT equipment.

### **3. Principles**

This policy sets out the rules by which Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. expects users to employ the ICT services and equipment in order to carry out their duties in a sensible, professional and lawful manner in accordance with law and the councils and Rykneld Homes Code of Conduct for Officers.

### **4. Software Policy**

This policy should be applied at all times whenever using the councils or Rykneld Homes computer equipment or Information systems.

#### **4.1 Software Acquisition**

All software acquired by Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. must be purchased through the ICT Section. Software may not be purchased through user corporate credit cards, petty cash, travel or entertainment budgets. Software acquisition channels are restricted to ensure that Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. has a complete record of all software that has been purchased for Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. computers and can register, support, and upgrade such software accordingly. This includes software that may be downloaded and/or purchased from the Internet.

Under no circumstances should personal or unsolicited software (this includes screen savers, games and wallpapers etc.) be loaded onto a councils or Rykneld Homes machine as there is a serious risk of introducing a virus.



## 4.2 Software Registration

The councils and Rykneld Homes use software in all aspects of its business to support the work carried out by its employees. In all instances every piece of software is required to have a licence and the councils and Rykneld Homes will not condone the use of any software that does not have a licence.

Software must be registered in the name of Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd, whichever is appropriate and the department in which it will be used. Due to personnel turnover, software will never be registered in the name of the individual user.

The ICT Section maintains a register of all Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. software and will keep a library of software licenses. The register must contain:

- a) The title and publisher of the software.
- b) The date and source of the software acquisition.
- c) The location of each installation as well as the serial number of the hardware on which each copy of the software is installed.
- d) The existence and location of back-up copies.
- e) The software product's serial number.
- f) Details and duration of support arrangements for software upgrades.

Software on local area networks or multiple machines shall only be used in accordance with the licence agreement.

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. holds licences for the use of a variety of software products on all councils and Rykneld Homes Information Systems and computer equipment. This software is owned by the software company and the copying of such software is an offence under the Copyright, Designs and Patents Act 1988, unless authorised by the software manufacturer.

It is the responsibility of users to ensure that all the software on their computer equipment is licensed.

## 4.3 Software Installation

Software must only be installed by the ICT Section once the registration requirements have been met. Once installed, the original media will be kept in a safe storage area maintained by the ICT Section.

Software may not be used unless approved by the ICT Manager, or their nominated representative.

Shareware, Freeware and Public Domain Software are bound by the same policies and procedures as all other software. No user may install any free or evaluation software onto the councils or Rykneld Homes systems without prior approval from ICT Section

#### 4.4 Software Development

All software, systems and data development for the councils and Rykneld Homes is to be used only for the purposes of the councils and Rykneld Homes.

Software must not be changed or altered by any user unless there is a clear business need. All changes to software should be authorised before the change is implemented. A full procedure should be in place and should include, but not be limited to, the following steps:

1. Change requests affecting a software asset should be approved by the software asset's owner.
2. All change requests should consider whether the change is likely to affect existing security arrangements and these should then be approved.
3. A record should be maintained of agreed authorisation levels.
4. A record should also be maintained of all changes made to software.
5. Changes to software that have to be made before the authorisation can be granted should be controlled.

#### 4.5 Personal Computer Equipment

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd computers are the purchasing Council or Rykneld Homes owned assets and must be kept both software legal and virus free. Only software acquired through the procedures outlined above may be used on Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. machines. Users are not permitted to bring software from home (or any other external source) and load it onto Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. computers. Generally, council or Rykneld Home owned software cannot be taken home and loaded on a user's home computer if it also resides on a Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. computer. If a user needs to use software at home, they should purchase a separate package and record it as a council or Rykneld Homes owned asset in the software register.

#### 4.6 Software Misuse

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. will ensure that Personal Firewalls are installed where appropriate. Users **must not** attempt to disable or reconfigure the Personal Firewall software.

It is the responsibility of all councils and Rykneld Homes users to report any known software misuse to the ICT Section.

According to the Copyright, Designs and Patents Act 1988, illegal reproduction of software is subject to civil damages and criminal penalties. Any Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. user who makes, acquires, or uses unauthorised copies of software will be disciplined as appropriate under the circumstances. Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. does not condone the illegal duplication of software and will not tolerate it.

## **APPENDIX 4 - ICT ACCESS POLICY**

### **1. Introduction**

Information security is the protection of information against accidental or malicious disclosure, modification or destruction. Information is an important, valuable asset of North East Derbyshire District Council, Bolsover District Council and Rykneld Homes Ltd. which must be managed with care. All information has a value to the councils and Rykneld Homes. However, not all of this information has an equal value or requires the same level of protection.

Access control rules and procedures are required to regulate who can access Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. information resources or systems and the associated access privileges. This policy applies at all times and should be adhered to whenever accessing Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. information in any format, and on any device.

This policy also mandates a standard for the creation of strong passwords, their protection and frequency of change.

### **2. Scope**

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who access ICT equipment.

### **3. Risks**

On occasion business information may be disclosed or accessed prematurely, accidentally or unlawfully. Individuals or companies, without the correct authorisation and clearance may intentionally or accidentally gain unauthorised access to business information which may adversely affect day to day business. This policy is intended to mitigate that risk.

### **4. Applying the Policy - Passwords**

#### **4.1 Choosing passwords**

Passwords are the first line of defence for our ICT systems and together with the user ID help to establish that people are who they claim to be.

A poorly chosen or misused password is a security risk and may impact upon the confidentiality, integrity or availability of our computers and systems.

### **Weak and strong passwords**

A *weak password* is one which is easily discovered, or detected, by people who are not supposed to know it. Examples of weak passwords include words that may be present in a dictionary, names of children and pets, car registration numbers and simple patterns of letters from a computer keyboard.

A *strong password* is a password that is designed in such a way that it is unlikely to be detected by people who are not supposed to know it, and difficult to work out even with the help of a computer.

Everyone must use strong passwords with a minimum standard of:

- At least eight characters.
- Contain a mix of alpha and numeric, with at least one digit
- Contain a mix of upper and lower case with at least one upper case character

### **4.2 Protecting Passwords**

It is of utmost importance that the password remains protected at all times. The following guidelines must be adhered to at all times:

- Never reveal your passwords to anyone.
- Never use the 'remember password' function.
- Never write your passwords down or store them where they are open to theft.
- Never store your passwords in a computer system without encryption.
- Do not use any part of your user name within the password.
- Do not use the same password to access Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd.
- Do not use the same password for systems inside and outside of work.

### **4.3 Changing Passwords**

All user-level passwords must be changed at a maximum of every 60 days, or whenever a system prompts you to change it. Default passwords must also be changed immediately. If you become aware, or suspect, that your password has become known to someone else, you **must** change it immediately and report your concern to the ICT Section.

Users **must not** reuse the same password within 20 password changes.

## **5. System Administration Standards**

The password administration process for individual Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. systems is well-documented and available to designated individuals.

All Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. IT systems will be configured to enforce the following:

- Authentication of individual users, not groups of users- i.e. no generic accounts.
- Protection with regards to the retrieval of passwords and security details.
- System access monitoring and logging - at a user level.
- Role management so that functions can be performed without sharing passwords.
- Password admin processes must be properly controlled, secure and auditable.

## **6. Applying the Policy - Employee Access**

### **6.1 User Registration**

A request for access to the council's computer systems must first be submitted to the ICT section for approval. Applications for access must only be submitted if approval has been gained from your line manager.

When a user leaves the councils or Rykneld Homes, their access to computer systems and data must be suspended at the close of business on the user's last working day. It is the responsibility of the line manager to request the suspension of the access rights via the ICT Section.

### **6.2 User Responsibilities**

It is a users responsibility to prevent their user ID and password being used to gain unauthorised access to the councils and Rykneld Homes systems by:

- Following the password policy and statements outlined above.
- Ensuring that any PC they are using that is left unattended is locked or logged out.
- Leaving nothing on display that may contain access information such as login names and passwords.
- Informing the ICT Section of any changes to their role and access requirements.

### **6.3 Network Access Control**

The use of modems on non-council or Rykneld Homes owned PC's connected to the councils or Rykneld Homes network can seriously compromise the security of the network. The normal operation of the network must not be interfered with. Specific approval must be obtained from the ICT Section before connecting any equipment to the councils or Rykneld Homes network.

## **7. Users Authentication for External Connections**

Where remote access to the Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. network is required, an application must be made to the ICT Section. Remote access to the network must be secured by two factor authentication consisting of a username and one other component, for example a biometric device or authentication token. For further information please refer to the Remote Working Policy (Appendix 9).

### **7.1 Supplier's Remote Access to the Network**

Partner agencies or 3<sup>rd</sup> party suppliers must not be given details of how to access the councils or Rykneld Homes network without permission from the ICT Section. Any changes to supplier's connections must be immediately sent to the ICT Section so that access can be updated or ceased. All permissions and access methods must be controlled by the ICT Section.

Partners or 3<sup>rd</sup> party suppliers must contact the ICT Section before connecting to the Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. network and a log of activity must be maintained. Remote access software must be disabled when not in use.

## **APPENDIX 5 - PSN ACCEPTABLE USAGE POLICY AND PERSONAL COMMITMENT STATEMENT**

### **1. Introduction**

PSN stands for Public Service network. This is a secure wide area network (WAN) that allows access to Central Government systems, secure data transfer, secure email and accredited solutions provided by public sector organisations and accredited 3<sup>rd</sup> parties. At present this includes gcsx secure email, CIS(Benefits), TellUsOnce and Electoral Registration systems. The scope of the PSN network covers local authorities, central government departments, National Health Service, the Criminal Justice Extranet and the Police National Network. Some Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd users will be required to have access to the facilities operated on this network in order for them to carry out their business. This may include users having access to a secure email facility. All users requiring access to the PSN network in any way will be required to read and understand this Acceptable Usage Policy (AUP) and sign the Personal Commitment Statement.

This policy and statement does not replace the councils or Rykneld Homes existing acceptable usage, or any other, policies. It is a supplement to them.

### **2. Scope**

All users of the PSN connection must be aware of the commitments and security measures surrounding the use of this network. This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers using the GCSx facilities.

### **3. Principles**

It is Bolsover District Council, North East Derbyshire District Council and Rykneld Homes policy that all users of PSN understand and comply with corporate commitments and information security measures associated with PSN.

### **4. PSN Acceptable Usage Policy**

Access control rules and procedures are required to regulate who can access Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. information resources or systems and the associated access privileges. This policy applies at all times and should be adhered to whenever accessing North East District



Council, Bolsover District Council and Rykneld Homes Ltd. information in any format, and on any device.

On occasion business information may be disclosed or accessed prematurely, accidentally or unlawfully. Individuals or companies, without the correct authorisation and clearance may intentionally or accidentally gain unauthorised access to business information which may adversely affect day to day business. This policy is intended to mitigate that risk.

#### 4.1 Policy statement

Each PSN user must read, understand and sign to verify they have read and accepted this policy.

- I understand and agree to comply with the security rules of my organisation.

For the avoidance of doubt, the security rules relating to secure e-mail and information systems usage include:

- i. I acknowledge that my use of the PSN may be monitored and/or recorded for lawful purposes.
- ii. I agree to be responsible for any use by me of the PSN using my unique user credentials (user ID and password, access token or other mechanism as provided) and e-mail address; and,
- iii. I will not use a colleague's credentials to access the PSN and will equally ensure that my credentials are not shared and are protected against misuse; and,
- iv. I will protect such credentials at least to the same level of secrecy as the information they may be used to access, (in particular, I will not write down or share my password other than for the purposes of placing a secured copy in a secure location at my employer's premises); and,
- v. I will not attempt to access any computer system that I have not been given explicit permission to access; and,
- vi. I will not attempt to access the PSN other than from IT equipment and systems and locations which have been explicitly authorised to use for this purpose; and,
- vii. I will not transmit information via the GCSx that I know, suspect or have been advised is of a higher level of sensitivity than my GCSx domain is designed to carry; and,
- viii. I will not transmit information via the PSN that I know or suspect to be

unacceptable within the context and purpose for which it is being communicated;  
and,

- ix. I will not make false claims or denials relating to my use of the PSN (e.g. falsely denying that an e-mail had been sent or received); and,
- x. I will protect any sensitive or not protectively marked material sent, received, stored or processed by me via the PSN to the same level as I would paper copies of similar material; and,
- xi. I will appropriately label, using the HMG Security Policy Framework (SPF), information up to RESTRICTED sent via the PSN; and,
- xii. I will not send PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information over public networks such as the Internet; and,
- xiii. I will always check that the recipients of e-mail messages are correct so that potentially sensitive or PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information is not accidentally released into the public domain; and,
- xiv. I will not auto-forward email from my GCSx account to any other non-GCSx email account; and,
- xv. I will not forward or disclose any sensitive or PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) material received via the GCSx unless the recipient(s) can be trusted to handle the material securely according to its sensitivity and forwarding is via a suitably secure communication channel; and,
- xvi. I will seek to prevent inadvertent disclosure of sensitive, PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information by avoiding being overlooked when working, by taking care when printing information received via PSN (e.g. by using printers in secure locations or collecting printouts immediately they are printed, checking that there is no interleaving of printouts, etc) and by carefully checking the distribution list for any material to be transmitted; and,
- xvii. I will securely store or destroy any printed material; and,
- xviii. I will not leave my computer unattended in such a state as to risk unauthorised disclosure of information sent or received via PSN (this will be in accordance with the Computer, Telephone and Desk Use Policy - e.g. logging-off from the computer, activate a password-protected screensaver etc, so as to require a user logon for activation); and,

- xix. where IT Services has implemented other measures to protect unauthorised viewing of information displayed on IT systems (such as an inactivity timeout that causes the screen to be blanked requiring a user logon for reactivation), then I will not attempt to disable such protection; and,
- xx. I will make myself familiar with the Councils or Rykneld Homes security policies, procedures and any special instructions that relate to PSN; and,
- xxi. I will inform my manager immediately if I detect, suspect or witness an incident that may be a breach of security Information Security Incident Management Policy; and,
- xxii. I will not attempt to bypass or subvert system security controls or to use them for any purpose other than that intended; and,
- xxiii. I will not remove equipment or information from council premises without appropriate approval; and,
- xxiv. I will take precautions to protect all computer media and portable computers when carrying them outside my organisation's premises (e.g. leaving a laptop unattended or on display in a car such that it would encourage an opportunist theft) in accordance with the Council's Remote Working Policy; and,
- xxv. I will not introduce viruses, Trojan horses or other malware into the system or PSN; and,
- xxvi. I will not disable anti-virus protection provided at my computer; and,
- xxvii. I will comply with the Data Protection Act 1998 and any other legal, statutory or contractual obligations that the Council informs me are relevant (please refer to the Legal Responsibilities Policy); and,
- xxviii. if I am about to leave the Council, I will inform my manager prior to departure of any important information held in my account and manage my account in accordance with the Council's email and records management policy.

Document Date:	[Date signed and agreed by user ]
Name of User:	[Surname, First Name]

Position:	[Position]
Department:	[Department]
User Access Request Approved by:	[Line Manager Name - Position] [Date]
User Access Request Approved by:	[IT Services Asset Owner(s)] [Date]
Username Allocated	[Username]
Email Address Allocated:	[Email Address]
User Access Request Processed:	[IT Services] [Date]

#### 4.2 PSN Personal Commitment Statement

I, [insert User's Name], accept that I have been granted the access rights to GCSx. I understand and accept the rights which have been granted, I understand the business reasons for these access rights, and I understand that breach of them, and specifically any attempt to access services or assets that I am not authorised to access, may lead to disciplinary action and specific sanctions. I also accept and will abide by this policy, personal commitment statement, and the authorities Information Security policies. I understand that failure to comply with this agreement, or the commission of any information security breaches, may lead to the invocation of the Councils or Rykneld Homes's disciplinary policy, whichever is appropriate.

Signature of User: .....

A copy of this agreement is to be retained by the User and Information Security Manager.

## 10.1

### APPENDIX 6 - HUMAN RESOURCES INFORMATION SECURITY STANDARDS POLICY

#### 1. Introduction

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. hold large amounts of personal and protectively marked information. Information security is very important to help protect the interests and confidentiality of the councils, Rykneld Homes and their customers. Information security cannot be achieved by technical means alone. Information security must also be enforced and applied by people, and this policy addresses security issues related to people.

Details of the National Protective Marking Scheme and Government Security Classifications can be found in the PSN acceptable usage policy and the ICT Policy Summary.

#### 2. Scope

This policy applies to all users that require access to the councils or Rykneld Homes information systems or information of any type or format (paper or electronic).

The definition of users within this policy is intended to include all Departments, partners, employees of North East Derbyshire District Council, Bolsover District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who have access to ICT equipment

Where access is to be granted to any third party (e.g. contractors, service providers, voluntary agencies, partners) compliance with this policy must be agreed and documented. Responsibility for ensuring this lies with the councils or Rykneld Homes user that initiates this third party access.

#### 3. Principles

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd understands that to reduce the risk of theft, fraud or inappropriate use of its information systems, anyone that is given access to the councils or Rykneld Homes information systems **must**:

- Be suitable for their roles.
- Fully understand their responsibilities for ensuring the security of the information.
- Only have access to the information they need.
- Request that this access be removed as soon as it is no longer required.

This policy must therefore be applied prior, during and after any users access to information or information systems used to deliver the councils and Rykneld Homes business.

Access to the councils and Rykneld Homes information systems will not be permitted until the requirements of this policy have been met.

### 4. Roles and Responsibilities

Decisions on the appropriate level of access to information or information systems for a particular user are the responsibility of the Information Asset Owner - please refer to Information Protection Policy (see Appendix 7).

Line managers are responsible for ensuring that creation of new users, changes in role, and termination of users are notified to the ICT Section in a timely manner, using an agreed process.

The information security responsibilities of every user include familiarisation with the Information Security Policy and its Appendices, and the signing of a statement confirming that the user is aware of, and understands, these policies. (See Appendix 13)

#### 4.1 User Screening

Background verification checks are carried out on all employees by HR, please see the HR recruitment and selection policy for details.

From January 2014 all users who require access to services or data delivered by the Public Services Network (PSN), including gcsx email **must** be cleared to "Baseline Personnel Security Standard".

From January 2015 all users who access the computer network of Bolsover District Council, North East Derbyshire District Council or Rykneld Home Ltd **must** be cleared to "Baseline Personnel Security Standard".

Where access is to systems processing payment card data, credit checks on the user must be carried out to an appropriate level as required by the Payment Card Industry Data Security Standards (PCI-DSS).

All the requirements for verification checks are applied to technical support and temporary users that have access to those systems or any copies of the contents of those systems (e.g. backup tapes, printouts, test data-sets).

#### 4.2 Management Responsibilities

Line managers must notify ICT in a timely manner of any changes in a users role or business environment, to ensure that the user access can be changed as appropriate.

Processes must ensure that access to information systems is extended to include new user requirements and also that any access that is no longer needed is removed.

Any changes to a users access must be made in a timely manner and be clearly communicated to the user.

Departmental managers must require users to understand and be aware of information security threats and their responsibilities in applying appropriate Councils and Rykneld Homes policies. These policies include:

- Information Protection Policy (Appendix 7)
- Information Security Incident Management Policy (Appendix 11)

This requirement must be documented.

### **4.3 Information Security Awareness, Education and Training**

All users will receive appropriate information security awareness training and regular updates in related statute and organisational policies and procedures as relevant for their role.

It is the role of Departmental managers to ensure that their users are adequately trained and equipped to carry out their role efficiently and securely.

## **5. Applying the Policy - When Access to Information or Information Systems is No Longer Required**

### **5.1 Secure Termination of Employment**

Termination of employment may be due to resignation, change of role, suspension or the end of a contract or project. The key requirement is that access to Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. information assets is removed in a timely manner when no longer required by the user

### **5.2 Return of Assets**

Users must return all of the organisation's assets, for example, laptops, mobile phones, memory sticks in their possession upon termination of their employment, contract or agreement. This must include any copies of information in any format.

## **APPENDIX 7 - INFORMATION PROTECTION POLICY**

### **1. Introduction**

Information is a major asset that Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. has a responsibility and requirement to protect.

Protecting information assets is not simply limited to covering the stocks of information (electronic data or paper records) that the councils and Rykneld Homes maintains. It also covers the people that use them, the processes they follow and the physical computer equipment used to access them.

This Information Protection Policy addresses all these areas to ensure that high confidentiality, quality and availability standards of information are maintained.

The following policy details the basic requirements and responsibilities for the proper management of information assets at Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. The policy specifies the means of information handling and transfer within the councils and Rykneld Homes.

### **2. Scope**

The policy applies automatically to all the systems, people and business processes that make up the councils and Rykneld Homes information systems.

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who have access to Information systems or information used for the councils or Rykneld Homes purposes.

### **3. Principles**

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. will ensure the protection of all information assets within the custody of the councils and Rykneld Homes.

High standards of confidentiality, integrity and availability of information will be maintained at all times.

This policy should be applied whenever the councils or Rykneld Homes Information Systems or information is used. Information can take many forms and includes, but is not limited to, the following:

- Hard copy data printed or written on paper.
- Data stored electronically.
- Communications sent by post / courier or using electronic means.



- Stored tape, DVD or video.
- Speech.

## 4. Applying the Policy

### 4.1 Identifying Information Assets

The process of identifying important information assets should be sensible and pragmatic.

Important information assets will include, but are not limited to, the:

- Filing cabinets and stores containing paper records.
- Computer databases.
- Data files and folders.
- Software licenses.
- Physical assets (computer equipment and accessories, PDAs, cell phones).
- Key services.
- Key people.
- Intangible assets such as reputation and brand.

The councils and Rykneld Homes must draw up and maintain inventories of all important information assets that it relies upon. These should identify each asset and all associated data required for risk assessment, information/records management and disaster recovery. At minimum it must include the following:

- Type.
- Location.
- Designated owner.
- Security classification.
- Format.
- Backup.
- Licensing information.

### 4.2 Classifying Information

At present Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd have not implemented corporate document classification. However users may come into contact with documents classified under the Government classification schemes and must understand these and apply as appropriate when using Government ICT systems and gcsx email.

In relation to Central Government ICT systems all information assets must be classified and labelled in accordance with the HMG Security Policy Framework (SPF). The classification will determine how the document should be protected and who should be allowed access to it. Any system subsequently allowing access to this information should

clearly indicate the classification. Information up to RESTRICTED and OFFICIAL(subject to descriptor)sent via GCSx must be labelled appropriately using the SPF guidance.

The SPF requires information assets to be protectively marked into one of 6 classifications. The way the document is handled, published, moved and stored will be dependant on this scheme.

From April 2014 the classifications are:

- OFFICIAL
- SECRET
- TOP SECRET

The classifications pre April 2014 may remain in circulation and are:

- Unclassified.
- PROTECT.
- RESTRICTED.
- CONFIDENTIAL.
- SECRET.
- TOP SECRET.

#### **4.3 Personal data**

Personal data is any information about any living, identifiable individual. This could be customer, employee, or member personal data. The councils and Rykneld Homes is legally responsible for it. Its storage, protection and use are governed by the Data Protection Act 1998. Details of specific requirements can be found in the Legal Responsibilities Policy.

#### **4.4 Assigning Asset Owners**

All important information assets must have a nominated owner and should be accounted for. An owner must be a member of staff whose seniority is appropriate for the value of the asset they own. The owner's responsibility for the asset and the requirement for them to maintain it should be formalised and agreed.

#### **4.5 Unclassified Information Assets**

Items of information that have no security classification and are of limited or no practical value should not be assigned a formal owner or inventoried. Information should be destroyed if there is no legal or operational need to keep it and temporary owners should be assigned within each department to ensure that this is done.

#### **4.6 Information Assets with Short Term or Localised Use**

For new documents that have a specific, short term localised use, the creator of the document will be the originator. This includes letters, spreadsheets and reports created by users. All users must be informed of their responsibility for the documents they create.

#### **4.7 Corporate Information Assets**

For information assets whose use throughout the councils or Rykneld Homes is widespread and whose origination is as a result of a group or strategic decision, a corporate owner must be designated and the responsibility clearly documented. This should be the person who has the most control over the information.

#### **4.8 Information Storage**

All electronic information will be stored on centralised facilities to allow regular backups to take place.

Users are not allowed to access information until a line manager is satisfied that they understand and agree the legislated responsibilities for the information that they will be handling.

Databases holding personal information have a defined security and system management procedure for the records and documentation.

This documentation will include a clear statement as to the use, or planned use of the personal information.

Files which are identified as a potential security risk should only be stored on secure network areas.

### **5. Disclosure of Information**

#### **5.1 Sharing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) Information with other Organisations**

PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) information **must not** be disclosed to any other person or organisation via any insecure method including, but not limited, to the following:

- Paper based methods.
- Fax.
- Telephone.

Where information is disclosed/shared it should only be done so in accordance with a documented Information Sharing Protocol and/or Data Exchange Agreement.

Disclosing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) or OFFICIAL(subject to descriptor) information to any external organisation is also **prohibited**, unless via the Government Connect Secure Extranet (GCSx) email. Emails sent between Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. addresses are held within the same network and are deemed to be secure. However, emails that are sent outside this closed network travel over the public communications network and are liable to interception or loss. There is a risk that copies of the email are left within the public communications system.

Where GCSx email is available to connect the sender and receiver of the email message, this **must be used** for all external email use and must be used for communicating PROTECT, RESTRICTED and OFFICIAL(subject to descriptor) material. For further information see Email Policy.

An official email legal disclaimer must be contained with any email sent. This can be found in the Email Policy.

The disclosure of PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information in any way other than via GCSx email is a disciplinary offence. If there is suspicion of a user treating PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information in a way that could be harmful to the council or Rykneld Homes or to the data subject, then it is to be reported to the internal audit section, and the person may be subject to disciplinary procedure.

Any sharing or transfer of the councils or Rykneld Homes information with other organisations must comply with all Legal, Regulatory and Council Policy requirements. In particular this must be compliant with the Data Protection Act 2000, The Human Rights Act 2000 and the Common Law of Confidentiality.

## **APPENDIX 8 - COMPUTER, TELEPHONE AND DESK USE POLICY**

### **1. Introduction**

Modern day business operations and advances in technology have necessitated the wide spread use of computer facilities into most offices within North East Derbyshire District Council, Bolsover District Council and Rykneld Homes Ltd. and, with the advent of portable computers, away from the councils and Rykneld Homes premises.

As such, there is considerable scope for the misuse of computer resources for fraudulent or illegal purposes, for the pursuance of personal interests or for amusement/entertainment. The councils and Rykneld Homes also handle large amounts of PROTECT, RESTRICTED and OFFICIAL information. The security of this information is of paramount importance. Working towards a clear desk policy can help prevent the security of this information from being breached.

The purpose of this document is to establish guidelines as to what constitutes “computer and telephony resources”, what is considered to be “misuse” and how users should work towards a clear desk environment.

### **2. Scope**

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who have access to information systems or information used for Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. purposes.

### **3. Principles**

This policy should be applied whenever users who access information systems or information utilise Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. computer and telephony resources.

Computer and telephony resources include, but are not restricted to, the following:

- Mainframe computers.
- Departmental computers.
- Personal computers.
- Portable laptop computers.
- Terminals.
- Printers.
- Network equipment.
- Telecommunications facilities.

#### 4. Computer Resources Misuse

No exhaustive list can be prepared defining all possible forms of misuse of computer resources. The individual circumstances of each case will need to be taken into account. However, some examples are outlined below:

- Use of computer resources for the purposes of fraud, theft or dishonesty.
- Storing/loading/executing of software for a purpose which is not work related.
- Storing/loading/executing of software:
  - which has not been acquired through approved council or Rykneld Homes procurement procedures, or
  - for which the councils or Rykneld Homes does not hold a valid program licence, or
  - which has not been the subject of formal virus checking procedures.
- Storing/processing/printing of data for a purpose which is not work related.

For further information, users are requested particularly to read the following policies:

- Email Policy (Appendix 1)
- Internet Acceptable Use Policy (Appendix 2)
- Software Policy (Appendix 3)

#### 5. Clear Desk

North East Derbyshire District Council, Bolsover District Council and Rykneld Homes Ltd. would wish to ensure that all information is held securely at all times. Ideally, work should not be left on desks unattended and should be removed from view when unsupervised.

At the end of each day desks should, wherever possible, be cleared of all documents that contain any marked under the Government Security Classification schemes, these include classifications of PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) or any information relating to staff, clients or customers. This information must be stored in a facility (e.g. lockable safe or cabinet) commensurate with this classification level. If employees find this difficult because of accommodation issues, the matter should be raised with their Line Manager in the first instance.

Unclassified material, together with non North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd and specific operating manuals may be left tidily on desks. A definition of the Government marking schemes can be found in the ICT Policy Summary Document.

Documents should not be left lying on printers, photocopiers or fax machines.

Users of IT facilities are responsible for safeguarding data by ensuring that equipment is not left logged-on when unattended, and that portable equipment in their custody is not exposed to opportunistic theft.

Computer screens must be locked to prevent unauthorised access when unattended and screens should lock automatically after a 10 minute period of inactivity, in order to protect information. A screen saver with password protection enabled must be used on all PCs. Attempts to tamper with this security feature will be investigated and could lead to disciplinary action. The screen saver should be the one supplied by IT, no personal screen savers are to be used.

Users of hot desk stations must ensure that it is left in the state in which it was found.

Remember, when you are not working at your workstation there could be a business requirement for other users to use that station.

### **6. Legislation**

Users should understand the relevant legislation relating to Information Security and Data Protection, and should be aware of their responsibilities under this legislation. The following statutory legislation governs aspects of the councils and Rykneld Homes information security arrangements. This list is not exhaustive:

- The Freedom of Information Act 2000.
- The Human Rights Act 1998.
- The Electronic Communications Act 2000.
- The Regulation of Investigatory Powers Act 2000.
- The Data Protection Act 1998.
- The Copyright Designs and Patents Act 1988.
- The Computer Misuse Act 1990.
- The Environmental Information Regulations 2004.
- The Re-use of Public Sector Information Regulations 2005.

Individuals can be held personally and legally responsible for breaching the provisions of the above Acts. Familiarisation with, and adherence to, the policies within this document will protect employees from breach of the provisions of the legislation mentioned above.

## **APPENDIX 9 - REMOTE WORKING**

### **1. Introduction**

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. provide portable computing devices to assist users to conduct official councils or Rykneld Homes business efficiently and effectively. This equipment, and any information stored on portable computing devices, should be recognised as valuable organisational information assets and safeguarded appropriately.

### **2. Scope**

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of North East Derbyshire District Council, Bolsover District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who use Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd IT facilities and equipment when working on official business away from the organisation (ie working remotely), or who require remote access to Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd information Systems or information.

### **3. Principles**

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. information systems or information must not be accessed whilst outside the United Kingdom regardless of who owns the IT equipment.

Portable computing devices include, but are not restricted to, the following:

- Laptop computers.
- Smartphones
- Tablets
- Tablet PCs.
- PDAs.
- Palm pilots.
- Mobile phones.
- Text pagers.
- Wireless technologies.

### **4. Applying the Policy**

All IT equipment (including portable computer devices) purchased for users by one of the Councils or Rykneld Homes is the property of the purchaser. It must be returned upon



the request of the purchaser. Access for ICT Services users of North East Derbyshire District Council or partners shall be given to allow essential maintenance security work or removal, upon request.

All IT equipment will be supplied and installed by North East Derbyshire District Council ICT Service staff. Hardware and software **must only** be provided by the purchasers.

Where users access Central Government IT systems including secure email, **under no circumstances** should non-Council owned equipment be used.

Definition of the national protective marking scheme can be found in the PSN acceptable usage policy (see appendix 5).

## 5. User Responsibility

It is the user's responsibility to ensure that the following points are adhered to at all times:

- Users must take due care and attention of portable computer devices when moving between home and another business site.
- Users will not install or update any software on to a council or Rykneld Homes owned portable computer device.
- Users will not install any screen savers on to a council or Rykneld Homes owned portable computer device.
- Users will not change the configuration of any council or Rykneld Homes owned portable computer device.
- Users will not install any hardware to or inside any councils or Rykneld Homes owned portable computer device, unless authorised by North East Derbyshire District Council ICT department.
- Users will allow the installation and maintenance of Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd installed Anti Virus updates immediately.
- Users will inform the ICT Section of any council or Rykneld Homes owned portable computer device message relating to configuration changes.
- Business data should be stored on a councils or Rykneld Homes file and print server wherever possible and not held permanently on the portable computer device
- All faults must be reported to the ICT Section.
- Users must not remove or deface any asset registration number.
- Users registration must be requested from the ICT Section. Users must state which applications they require access to.
- Users requests for upgrades of hardware or software must be approved by a line manager. Equipment and software will then be purchased and installed by ICT Services.
- The IT equipment can be used for personal use by users so long as it is not used in relation to an external business and does not conflict with Council business or policies. Only software supplied and approved by Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. can be used (e.g. Word, Excel, Adobe, etc.).

- No family members may use the ICT equipment. The ICT equipment is supplied for the users sole use.
- The user must ensure that reasonable care is taken of the IT equipment supplied. Where any fault in the equipment has been caused by the user, in breach of the above paragraphs, Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. may recover the costs of repair.
- The user must not take any council or Rykneld Homes supplied ICT equipment outside the United Kingdom as the equipment may not be covered by the councils or Rykneld Homes normal insurance against loss or theft and it is liable to be confiscated by airport security personnel.
- Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. may at any time, and without notice, request a software and hardware audit, and may be required to remove any equipment at the time of the audit for further inspection. All users must co-operate fully with any such audit.
- Any user who chooses to undertake work at home or remotely in relation to their official duties using their own IT equipment must understand that they are not permitted to hold any database, or carry out any processing of PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information relating to the councils, Rykneld Homes, its employees, or customers. **Under no circumstances** should personal or security marked information be emailed to a private non-council or Rykneld Homes email address. For further information, please refer to the Email Policy.
- Any data transferred from Council systems must only be undertaken using a Council provided encrypted memory stick.
- Any member of users accessing PSN type services or facilities, or using PSN PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information, must only use councils or Rykneld Homes owned equipment which has appropriate technical security and advanced authentication mechanisms whilst working remotely.
- Users should not leave computer devices in unattended vehicles.
- Any loss of equipment should be reported immediately to the ICT Service Desk and, if appropriate, to the Data Protection Officer.

### 6. Remote and Mobile Working Arrangements

Users should be aware of the physical security dangers and risks associated with working within any remote office or mobile working location.

Equipment should not be left where it would attract the interests of the opportunist thief. In the home it should also be located out of sight of the casual visitor. For home working it is recommended that the office area of the house should be kept separate from the rest of the house. Equipment must be secured whenever it is not in use

Users must ensure that access / authentication tokens and personal identification numbers are kept in a separate location to the portable computer device at all times. No removable media devices or paper documentation should be stored with the portable computer device.

Paper documents are vulnerable to theft if left accessible to unauthorised people, and the onus is on the employee to maintain confidentiality. Documents should be

collected from printers as soon as they are produced and not left where they can be casually read. Waste paper containing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information must be shredded.

## **7. Access Controls**

It is essential that access to all PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information is controlled. This can be done through physical controls, such as locking the home office or locking the computer's keyboard. Alternatively, or in addition, this can be done logically such as by password controls or user login controls.

Portable computer devices should be switched off, logged off, or the keyboard locked when left unattended, even if only for a few minutes.

All data on portable computer devices must, where possible, be encrypted. If this is not possible, then all PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) data held on the portable device must be encrypted. Personal data can only be stored on encrypted devices. It is ICTs responsibility to provide encrypted devices and the employees to ensure they are used.

An SSL or IPSec VPN must be configured to allow remote users access to the councils or Rykneld Homes systems if connecting over Public Networks, such as the Internet. If connecting to PSN resources, this **must** be an IPSec-VPN.

Dual-factor authentication must be used when accessing the council network and information systems (including Outlook Web Access) remotely via both the council or Rykneld Homes owned and non-council owned equipment

Access to the Internet from Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. owned ICT equipment, should only be allowed via onward connection to the councils or Rykneld Homes provided proxy servers and not directly to the Internet. It is the employees responsibility to ensure this.

## **8. Anti Virus Protection**

Users who work remotely must ensure that the anti Virus software is kept up-to-date on their portable computer devices by either connecting to the corporate network or the Internet (depending on how the device is configured) at least once every two weeks to enable the anti virus software to be updated.

## **9. Users Awareness**

All users must comply with appropriate codes and policies associated with the use of IT equipment as contained within the Information Security Policy and its appendices.

It is the user's responsibility to ensure their awareness of and compliance with these.

The user shall ensure that appropriate security measures are taken to stop unauthorized access to PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information, either on the portable computer device or in printed format. Users are bound by the same requirements on confidentiality and Data Protection as Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. are.

## **APPENDIX 10 - REMOVABLE MEDIA POLICY**

### **1. Introduction**

This policy establishes the principles and working practices that are to be adopted by all users in order for data to be safely stored and transferred on removable media.

This policy aims to ensure that the use of removable media devices is controlled in order to:

- Enable the correct data to be made available where it is required.
- Maintain the integrity of the data.
- Prevent unintended or deliberate consequences to the stability of North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd. computer network.
- Avoid contravention of any legislation, policies or good practice requirements.
- Build confidence and trust in the data that is being shared between systems.
- Maintain high standards of care in ensuring the security of Protected and Restricted information.
- Prohibit the disclosure of information as may be necessary by law.

A definition of the national protective marking scheme and government security classifications can be found in the PSN acceptable usage policy (see appendix 5).

### **2. Scope**

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who have access to North East Derbyshire District Council, Bolsover District Council or Rykneld Homes Ltd. information systems or IT equipment and intends to store any information on removable media devices.

### **3. Principles**

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. will ensure the controlled use of removable media devices to store and transfer information by all users who have access to information, information systems and IT equipment for the purposes of conducting official councils or Rykneld Homes business.

Removable media devices include, but are not restricted to the following

- CDs.
- DVDs.
- Optical Disks.
- External Hard Drives.
- USB Memory Sticks (also known as pen drives or flash drives).
- Media Card Readers.
- Embedded Microchips (including Smart Cards and Mobile Phone SIM Cards).
- MP3 Players.
- Digital Cameras.
- Backup Cassettes.
- Audio Tapes (including Dictaphones and Answering Machines)
- Video tapes

#### **4. Risks**

Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. recognises that there are risks associated with users accessing and handling information in order to conduct official council or Rykneld Homes business. Information is used throughout the councils and Rykneld Homes and sometimes shared with external organisations and applicants. Securing PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) data is of paramount importance - particularly in relation to the council's need to protect data in line with the requirements of the Data Protection Act 1998 Any loss of the ability to access information or interference with its integrity could have a significant effect on the efficient operation of the councils or Rykneld Homes. It is therefore essential for the continued operation of the councils and Rykneld Homes that the confidentiality, integrity and availability of all information recording systems are maintained at a level, which is appropriate to the councils and Rykneld Homes needs.

#### **5. Restricted Access to Removable Media**

It is Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. policy to prohibit the use of all removable media devices without approval. The use of removable media devices will only be approved if a valid business case for its use is developed. There are large risks associated with the use of removable media, and therefore clear business benefits that outweigh the risks must be demonstrated before approval is given.

Requests for access to, and use of, removable media devices must be made to the IT Section. Approval for their use must be given by the ICT Manager, this should be done via a request to the service desk. This applies to the devices themselves, including memory sticks but not the media such as CD's, DVD's and audio and video tapes.

Should access to, and use of, removable media devices be approved the following sections apply and must be adhered to at all times.

## **6. Procurement of Removable Media**

All removable media devices, including memory sticks, and any associated equipment and software must only be purchased and installed by ICT Services. Procurement of consumable media such as CD's, DVD's and audio and visual may be procured through standard procurement channels. Non-council owned removable media devices and media **must not** be used to store any information used to conduct official council or Rykneld Homes business, and **must not** be used with any council or Rykneld Homes owned or leased IT equipment.

The only equipment and media that should be used to connect to councils or Rykneld Homes equipment or the councils or Rykneld Homes network is equipment and media that has been purchased by the councils or Rykneld Homes and approved by the ICT Section or has been sanctioned for use by the IT Manager.

## **7. Security of Data**

Data that is only held in one place and in one format is at much higher risk of being unavailable or corrupted through loss, destruction or malfunction of equipment than data which is frequently backed up. Therefore removable media should not be the only place where data obtained for the councils or Rykneld Homes purposes is held. Copies of any data stored on removable media must also remain on the source system or networked computer until the data is successfully transferred to another networked computer or system. For further information please see the Remote Working Policy (see Appendix 9).

In order to minimise physical risk, loss, theft or electrical corruption, all storage media must be stored in an appropriately secure and safe environment.

Each user is responsible for the appropriate use and security of data and for not allowing removable media devices, and the information stored on these devices, to be compromised in any way whilst in their care or under their control.

All data stored on removable media devices must, where possible, be encrypted. If this is not possible, then all PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) data or personal or sensitive data held must be encrypted.

Users should be aware that the councils and Rykneld Homes will audit / log the transfer of data files to and from all removable media devices and council or Rykneld Homes owned IT equipment.

## **8. Incident Management**

It is the duty of all users to immediately report any actual or suspected breaches in information security to the ICT Section who will access the breach to determine the

appropriate course of action. The Data Protection Officer should also be informed where appropriate.

Any misuse or irresponsible actions that affect business data, or any loss of data, should be reported as a security incident to the ICT Manager as referenced in the Information Security Incident Management Policy (see Appendix 11).

### **9. Third Party Access to Council or Rykneld Homes Information**

No third party (external contractors, partners, agents, the public or non-employee parties) may receive data or extract information from the councils or Rykneld Homes network, information stores or IT equipment without explicit agreement from the ICT Manager.

Should third parties be allowed access to the councils or Rykneld Homes information then all the considerations of this policy apply to their storing and transferring of the data.

### **10. Preventing Information Security Incidents**

Damaged or faulty removable media devices must not be used. It is the duty of all users to contact the ICT Section should removable media be damaged and return to ICT for secure disposal.

Virus and malware checking software approved by the ICT Section must be operational on any device managed and owned by the Council. It is the users responsibility to ensure appropriate and up to date virus and malware software is operational on any non Council device that the removable media device is connected to or seek assurances to that effect.

Whilst in transit or storage the data held on any removable media devices must be given appropriate security according to the type of data and its sensitivity. Encryption or password control must be applied to the data files unless there is no risk to the councils or Rykneld Homes, other organisations or individuals from the data being lost whilst in transit or storage.

### **11. Disposing of Removable Media Devices**

Removable media devices that are no longer required, or have become damaged, must be disposed of securely to avoid data leakage. Any previous contents of any reusable media that are to be reused, either within the councils or Rykneld Homes or for personal use, must be erased. This must be a thorough removal of all data from the media to avoid potential data leakage using specialist software and tools. **All removable media devices that are no longer required, or have become damaged, must be returned to ICT Services for secure disposal.**



For advice or assistance on how to thoroughly remove all data, including deleted files, from removable media contact the ICT Section.

## **12. Users Responsibility**

All considerations of this policy must be adhered to at all times when using all types of removable media devices.

## APPENDIX 11 - INFORMATION SECURITY INCIDENT MANAGEMENT POLICY

### 1. Introduction

This policy needs to be applied as soon as information systems or data are suspected to be, or are actually affected by an adverse event which is likely to lead to a security incident.

The definition of an “information management security incident” (‘Information Security Incident’ in the remainder of this policy and procedure) is an adverse event that has caused or has the potential to cause damage to an organisation’s assets, reputation and / or personnel. Incident management is concerned with intrusion, compromise and misuse of information and information resources, and the continuity of critical information systems and processes.

An information security incident includes, but is not restricted to, the following (see paragraph \*\*\* below for more detailed examples):

- The loss or theft or corruption of data or information.
- The transfer of data or information to those who are not entitled to receive that information.
- Attempts (either failed or successful) to gain unauthorised access to data or information storage or a computer system.
- Changes to information or data or system hardware, firmware, or software characteristics without the council’s knowledge, instruction, or consent.
- Unwanted disruption or denial of service to a system.
- The unauthorised use of a system for the processing or storage of data by any person.

### 2. Scope

This policy applies to all users. The definition of users within this policy is intended to include all Departments, partners, employees of Bolsover District Council, North East Derbyshire District Council & Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who have access to Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. information systems or IT equipment.

All users **must** understand and adopt use of this policy and are responsible for ensuring the safety and security of the councils or Rykneld Homes systems and the information that they use or manipulate.

All users have a role to play and a contribution to make to the safe and secure use of technology and the information that it holds.

Examples of the most common Information Security Incidents are listed below. It should be noted that this list is not exhaustive.

#### Malicious

- Giving information to someone who should not have access to it - verbally, in writing or electronically.
- Computer infected by a Virus or other malware.

- Receiving unsolicited mail of an offensive nature.
- Receiving unsolicited mail which requires you to enter personal data.
- Finding data that has been changed by an unauthorised person.
- Receiving and forwarding chain letters - including virus warnings, scam warnings and other emails which encourage the recipient to forward onto others.
- Unknown people asking for information which could gain them access to council data (e.g. a password or details of a third party).

### Misuse

- Use of unapproved or unlicensed software on Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. equipment.
- Accessing a computer database using someone else's authorisation (e.g. someone else's user id and password).
- Sending a sensitive e-mail to 'all staff' by mistake
- Writing down your password and leaving it on display / somewhere easy to find.
- Printing or copying confidential information and not storing it correctly or confidentially.

### Theft / Loss

- Theft / loss of a hard copy file.
- Theft / loss of any Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. computer equipment.

## 4. Procedure for Incident handling

Events and weaknesses need to be reported at the earliest possible stage as they need to be assessed by the ICT section in order to identify when a series of events or weaknesses have escalated to become an incident. It is vital for the ICT section to gain as much information as possible from the business users to identify if an incident is occurring.

The following sections detail how users must report information security events or weaknesses.

### 4.1 Reporting Information Security Events for all Employees

Security events, for example a virus infection, could quickly spread and cause data loss across the organisation. All users must understand, and be able to identify that any unexpected or unusual behaviour on the workstation could potentially be a software malfunction. If an event is detected users **must**:

- Note the symptoms and any error messages on screen.
- Disconnect the workstation from the network if an infection is suspected (with assistance from ICT support staff.
- Not use any removable media (for example USB memory sticks) that may also have been infected.

All suspected security events should be reported immediately to the ICT Service Desk on ext 3001 or external number 01246 217103.

If the Information Security event is in relation to paper or hard copy information, for example personal information files that may have been stolen from a filing cabinet, this must be reported immediately to senior management and the Data Protection Officer for the impact to be assessed.

The ICT Section will require you to supply further information, the nature of which will depend upon the nature of the incident. However, the following information must be supplied:

- Contact name and number of person reporting the incident.
- The type of data, information or equipment involved.
- Whether the loss of the data puts any person or other data at risk.
- Location of the incident.
- Inventory numbers of any equipment affected.
- Date and time the security incident occurred.
- Location of data or equipment affected.
- Type and circumstances of the incident.

The Data Protection Officer will require:

- A contact name and number of the person reporting the incident
- Type of data
- Details of steps already taken

### **4.2 Reporting Information Security Weaknesses for all Employees**

Security weaknesses, for example a software malfunction, must be reported through the same process as security events. Users must not attempt to prove a security weakness as such an action may be considered to be misuse.

Weaknesses reported to application and service providers by employees must also be reported internally to ICT Services. The service provider's response must be monitored and the effectiveness of its action to repair the weakness must be recorded by ICT Services.

### **4.3 Collection of Evidence**

If an incident may require information to be collected for an investigation strict rules must be adhered to. The collection of evidence for a potential investigation must be approached with care. Internal Audit must be contacted immediately for guidance and strict processes must be followed for the collection of forensic evidence. If in doubt about a situation, for example concerning computer misuse, contact the ICT Section for advice.

The actions required to recover from the security incident must be under formal control. Only identified and authorised users should have access to the affected systems during the incident and all of the remedial actions should be documented in as much detail as possible.

The officer responsible for an incident should risk assess the incident based on the Risk Impact Matrix

#### 4.4 Risk Impact Matrix

To decide on the potential or actual impact of an information security incident, the impact matrix below should be used.

Type of Impact	Reputational Media and Member Damages	Reputational Loss within Government and / or Failure to Meet Statutory / Regulatory Obligations	Contractual Loss	Failure to meet Legal Obligations	Financial Loss / Commercial Confidentiality Loss	Disruption to Activities	Personal Privacy Infringement
Low	None	None	None	None	None	None	None
	Contained internally within the council or Rykneld Homes Unfavorable council member response	Internal investigation or disciplinary involving one individual	Minor contractual problems / minimal SLA failures	Civil lawsuit / small fine - less than £10K	Less than £100,000	Minor disruption to service activities that can be recovered	Personal details revealed or compromised within department
Medium	Unfavorable local media	Government authorised investigation by	Significant client dissatisfaction. Major SLA	Less than £100K Damages	£100,000 - £500,000	Disruption to service that can be recovered	Personal details revealed or compromised

Information Security Policy

	interest Unfavorable council member response	nationally recognised body or disciplinary involving 2 to 9 people	failures. Failure to attract new business	and fine		with an intermediate level of difficulty. One back up not backing up for 2 or more days	internally within authority. Harm mental or physical to one member of staff or public
<b>High</b>	Sustained local media coverage, extending to national media coverage in the short term	Government intervention leading to significant business change. Internal disciplinary involving 10 or more people	Failure to retain contract(s) at the point of renewal	Greater than £100K damages and fine	£500,000 - £1,000,000	Major disruption to service which is very difficult to recover from. Two or more systems not being backed up for two or more days	Severe embarrassment to individual(s)

Information Security Policy

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	Sustained unfavorable national media coverage	Service or product outsourced through Government intervention	Client contract(s) cancelled	Over £1M damages and / or fine Custodial sentence(s) imposed	More than £1,000,000	Catastrophic disruption - service activities can no longer be continued	Detrimental effect on personal & professional life OR large scale compromise affecting many people. Harm mental or physical to two or more members of staff or public
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## **APPENDIX 12 - IT INFRASTRUCTURE SECURITY POLICY**

### **1. Introduction**

The purpose of this policy is to establish standards in regard to the physical and environmental security of the councils and Rykneld Homes information, in line with section A9 of ISO/IEC/27001.

In order to ensure the continued protection of the personal, confidential and protectively marked information(see Glossary) information that Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. holds and uses, and to comply with legislative requirements, information security best practice, and, newly mandated security frameworks such as those attending credit and debit card transactions and access to the Public Services Network(PSN), access to Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd. information equipment and information must be protected.

Definition of the national protective marking scheme can be found in the PSN acceptable usage policy (appendix 5).

This protection may be as simple as a lock on a filing cabinet or as complex as the security systems in place to protect the councils and Rykneld Homes IT data centre. The protection required needs to be appropriate to the level of information held and the consequential risks of unauthorised access. No service should fall below the baseline security standard level of protection required for their teams and locations.

### **2. Scope**

This policy applies to all users. The definition of users within this policy is intended to include all departments, partners, employees of Bolsover District Council, North East Derbyshire District Council and Rykneld Homes Ltd, contractual third parties and agents, work experience and volunteers who have access to Bolsover District Council, North East Derbyshire District Council

or Rykneld Homes Ltd. information equipment and information (electronic and paper records). They are responsible for ensuring the safety and security of the councils and Rykneld Homes equipment and the information that they use or manipulate.

### 3. Principles

There shall be no unauthorised access to either physical or electronic information within the custody of the councils or Rykneld Homes.

Protection shall be afforded to:

- Records containing sensitive data/personal information.
- IT equipment used to access electronic data.
- IT equipment used to access the councils and Rykneld Homes network.

This policy applies to all users of the councils or Rykneld Homes owned or leased / hired facilities and equipment. The policy defines what paper and electronic information belonging to the councils and Rykneld Homes should be protected and, offers guidance on how such protection can be achieved. This policy also describes employee roles and the contribution users make to the safe and secure use of information within the custody of the councils and Rykneld Homes.

This policy should be applied whenever a user accesses the councils or Rykneld Homes information or information equipment. This policy applies to all locations where information within the custody of the councils or Rykneld Homes or information processing equipment is stored, including remote sites.

#### 4. Secure Areas

PROTECT, RESTRICTED and OFFICIAL(subject to descriptor)information **must** be stored securely. A risk assessment should identify the appropriate level of protection to be implemented to secure the information being stored.

Physical security must begin with the building itself and an assessment of perimeter vulnerability must be conducted. The building must have appropriate control mechanisms in place for the type of information and equipment that is stored there. These could include, but are not restricted to, the following:

- Alarms fitted and activated outside working hours.
- Window and door locks.
- Window bars on lower floor levels.
- Access control mechanisms fitted to all accessible doors (where codes are utilised they should be regularly changed and known only to those people authorised to access the area/building).
- CCTV cameras.
- Staffed reception area.
- Protection against damage - e.g. fire, flood, vandalism.

Access to secure areas such as the data centre and ICT equipment rooms must be adequately controlled and physical access to buildings should be restricted to authorised persons. Users working in secure areas should challenge anyone not wearing a staff or visitor badge. Each department must ensure that doors and windows are properly secured at the end of each working day.

Identification and access tools/passes (e.g. badges, keys, entry codes etc.) must only be held by officers authorised to access those areas and should not be loaned/provided to anyone else.

Visitors to secure areas are required to sign in and out with arrival and departure times and are required to wear an identification badge. A council ICT employee must monitor all visitors accessing secure ICT areas at all times.

Keys to all secure areas housing ICT equipment and lockable ICT cabinets are held centrally by the ICT department, as appropriate. Keys are not stored near these secure areas or lockable cabinets.

In all cases where security processes are in place, instructions must be issued to address the event of a security breach.

If a user leaves outside normal termination circumstances, all identification and access tools/passes (e.g. badges, keys etc.) should be recovered from the users and any door/access codes should be changed immediately. Please also refer to the ICT Access Policy and Human Resources Information Security Standards.

## **5. Non-Electronic Information Security**

Paper based (or similar non-electronic) information must be assigned an owner and a classification as stated in Information Protection Policy. If it is classified as PROTECT, RESTRICTED or OFFICIAL(subject to descriptor), information security controls to protect it must be put in place. A risk assessment should identify the appropriate level of protection for the information being stored. Paper in an open office must be protected by the controls for the building and via appropriate measures that could include, but are not restricted to, the following:

- Filing cabinets that are locked with the keys stored away from the cabinet.
- Locked safes.
- Stored in a Secure Area protected by access controls.

## **6. Equipment Security**

All general computer equipment must be located in suitable physical locations that:

- Limit the risks from environmental hazards - e.g. heat, fire, smoke, water, dust and vibration.

- Limit the risk of theft - e.g. **if necessary** items such as laptops should be physically attached to the desk.
- Allow workstations handling sensitive data to be positioned so as to eliminate the risk of the data being seen by unauthorised people.

Desktop PCs should not have data stored on the local hard drive. Data should be stored on the network file servers where appropriate. This ensures that information lost, stolen or damaged via unauthorised access can be restored with its integrity maintained.

All servers located outside of the data centre must be sited in a physically secure environment. Business critical systems should be protected by an Un-interrupted Power Supply (UPS) to reduce the operating system and data corruption risk from power failures. The equipment must not be moved or modified by anyone without authorisation from ICT Services.

All items of equipment must be recorded on an inventory, both on the departmental and the information services inventory. Procedures should be in place to ensure inventories are updated as soon as assets are received or disposed of.

All equipment must be security marked and have a unique asset number allocated to it. This asset number should be recorded in the departmental and the ICT inventories.

For portable computer devices please refer to the Remote Working Policy (appendix 9).

## 7. Cabling Security

Cables that carry data or support key information services must be protected from interception or damage. Power cables should be separated from network cables to prevent interference. Network cables should be protected by conduit and where possible avoid routes through public areas, Health and Safety guidance should be sought if in any doubt.

## **8. Security of Equipment off Premises**

The use of equipment off-site must be formally approved by the user's line manager. Equipment taken away from Bolsover District Council, North East Derbyshire District Council or Rykneld Homes Ltd. premises is the responsibility of the user and should:

- Be logged in and out, where applicable.
- Not be left unattended.
- Concealed whilst transported.
- Not be left open to theft or damage whether in the office, during transit or at home.
- Where possible, be disguised (e.g. laptops should be carried in less formal bags).
- Be encrypted if carrying PROTECT, RESTRICTED or OFFICIAL(subject to descriptor) information.
- Be password protected.
- Be adequately insured.

Further information can be found in the Removable Media Policy (appendix 10) and Remote Working Policy (appendix 9).

Users should ensure, where necessary and required, that insurance cover is extended to cover equipment which is used off site. Users should also ensure that they are aware of and follow the requirements of the insurance policy. Any losses / damage must be reported to the ICT Department who will inform Internal Audit, the Finance Section and the Data Protection Officer.

Users should be aware of their responsibilities in regard to Data Protection and be conversant with the Data Protection Act.

## **9. Secure Disposal or Re-use of Equipment**

Equipment that is to be reused or disposed of must be returned to ICT for data removal.

Software media or services must be returned to ICT to be destroyed to avoid the possibility of inappropriate usage that could break the terms and conditions of the licences held.

**APPENDIX 13 - ICT INDUCTION DECLARATION**





# ICT INDUCTION DECLARATION

**NAME:** \_\_\_\_\_

**DEPARTMENT:** \_\_\_\_\_

**COURSE TITLE:** ICT Induction

**DATE OF ATTENDANCE:** \_\_\_\_\_

**I confirm that I have attended the above course and have been fully advised in respect of the Council's policies governing usage of the ICT facilities including the Internet and E-mail systems.**

**I undertake to comply with all ICT Policies during my period of employment with the Council/Rykneld Homes Ltd\*. (\* delete as applicable)**