



1. Introduction

- 1.1 This Communication Policy applies to all employees, contractors and agents of the Company (by name >> ("the Company") who use the communications systems provided by the Company ("Users").
- 1.2 Users are encouraged to use the internet at work as a fast and reliable method of communication. The significant advantages for business.
- 1.3 In light of the fact that communications made by Users reflect upon the Company and are covered by a number of commercial, professional and legal problems, the Company wishes to clarify what the Company expects from Users when using the Company's communications facilities.
- 1.4 "Communications equipment" and "communications systems" include:
 - 1.4.1 Telephone;
 - 1.4.2 Fax;
 - 1.4.3 Email;
 - 1.4.4 Internet [and intranet];
 - 1.4.5 [Video conferencing];
 And any other communications equipment or systems provided by the Company.
- 1.5 [Whilst the communications systems provided by the Company are made available to Users for the purposes of the business, a certain amount of limited personal use is permitted insofar as such personal use is consistent with this Policy and the duties of the User.]

2. General Principles

- There are certain general principles to be borne in mind when using any type of communication, be it hard copy or electronic, including hard copy letters, memos and notices. The Company expects Users to be mindful of these principles, including Company letterheads and stationery, respect for confidential information and at all times in accordance with their duties;
- 2.1 Use communications equipment and stationery, respectfully and at all times in accordance with their duties;
 - 2.2 Be mindful of what confidential or restricted information and ensure that such information is not disclosed in the course of communications without express authority;
 - 2.3 Ensure that they do not infringe copyright or other intellectual property right when making communications.

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- 2.4 Ensure that they do not enter into any agreement with the Company to any agreement without express authorisation.
- 2.5 Be mindful of the fact that any agreement entered into upon in court, to the detriment of the individual or the Company, and concluded accordingly.

the Company to any agreement

on may be required to be relied upon to the detriment of the individual or the Company, and concluded accordingly.

3. Internet

- 3.1 The Company provides internet access to assist Users in the performance of their duties. [Use of the internet for personal purposes is permitted provided it does not interfere with the User's performance of his/her normal working hours or during a lunch break.] Users are limited to the amount of time they have spent on the internet.
- 3.2 Users must not use the internet to attempt to gain unauthorised access to computer material or restricted areas of the Company's network. This includes the installation of any form of malware, spyware or malicious software or code to the Company's communications equipment.
- 3.3 Users must not accept or disseminate any information which they know or ought to know is confidential or otherwise illegal, defamatory or otherwise retrieve illegal, pornographic, sexist or otherwise material which may cause embarrassment to the Company. Any such attempt will constitute a disciplinary offence. In addition to internet access being reviewed, reduced or subject to disciplinary action or summary dismissal.
- 3.4 Users must not download or install any software without the express permission of << e.g. IT Manager >>.
- 3.5 [Certain websites are blocked from being accessed from the Company's equipment or systems during work hours]. If a User has a genuine need to access a blocked site he/she must contact << e.g. IT Manager >>.]
- 3.6 Users must not attempt to gain unauthorised access to computer material or restricted areas of the Company's network. This includes the installation of any form of malware, spyware or malicious software or code to the Company's communications equipment.

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4. Blogging and Social Media

- 4.1 [Users may use social media for personal purposes occasionally during work hours [for example, to discuss work-related issues] provided that such usage complies with the provisions of the Company's Social Media Policy and provided that it does not interfere with their work productivity.]
- OR
- 4.1 [Users may not use social media for personal purposes at any time during work hours on computers, mobile devices or other communications equipment provided by the Company.]

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OR

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communications equipment
Company network or

themselves, whether via the

4.2 [Certain Users may be required to use social media on behalf of the Company so with the authorisation of their << e.g. line manager >> instructions issued by << name(s) and/or position(s) >> with the Company's Social Media Policy.]

at any time Users may wish to publish content on the internet of means. Even outside of work Users must adhere to the Company's Social Media Policy, modifying or contributing to the Company's Social Media Policy.

4.3 The Company recognises that at any time Users may wish to publish content on the internet of means. Even outside of work Users must adhere to the Company's Social Media Policy, modifying or contributing to the Company's Social Media Policy.

4.4 If a User makes any contribution which identifies the User as an employee, contractor, agent or other member of the Company, or in which the User discusses his/her work for the Company, the User must ensure that the contribution is appropriate and consistent with their contract of employment and the Company's Social Media Policy, and should bear in mind that the User owes a duty of fidelity to the Company.

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4.5 If a User is unsure whether a posting or other content published by him/her identifies or could identify the User as an employee, contractor, agent or other member of the Company, the User must ensure that the contribution is appropriate and consistent with their contract of employment and the Company's Social Media Policy, and should bear in mind that the User owes a duty of fidelity to the Company.

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4.6 If, in any contribution published by him/her, the User identifies or could identify the User as an employee, contractor, agent or other member of the Company, the User must ensure that the contribution is appropriate and consistent with their contract of employment and the Company's Social Media Policy, and should bear in mind that the User owes a duty of fidelity to the Company.

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5. Email

5. Email

Company Email

5.1 The email address which is provided by the Company (ending in the suffix @<< insert the Company name >>) is provided for business purposes in order to ensure efficient and timely communication with << e.g. clients, suppliers >> . Any Company business which is conducted through the Company email and other personal email addresses to be conducted through any other personal email addresses.

5.2 Users should adopt the following as part of best practice:

5.2.1 Before communicating with a client or supplier, Users should satisfy themselves that it is the most appropriate means of communication, particularly where time is of the essence.

5.2.2 Ensure that all communications contain a Company disclaimer notice. This should be added to the email client. If it is not, Users should speak to the IT Department immediately;

5.2.3 All emails should contain an appropriate business reference(s), either in the subject line or in the body of the email.

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5.2.4 Emails should be sent in a professional manner as if they were being sent in person.

...ly and in the same professional

5.2.5 Users should not copy email automatically to everyone on their list, which they are responding as this may result in the leakage of confidential information;

...n email automatically to everyone on their list, which they are responding as this may result in the leakage of confidential information;

5.2.6 All emails should be sent with appropriate headers, which includes ensuring that the recipients listed in the text are actually the intended recipients' email addresses and that the addresses are correct;

...ore transmission, which includes ensuring that the recipients listed in the text are actually the intended recipients' email addresses and that the addresses are correct;

5.2.7 If an important document is sent via email, the sender should also telephone the recipient to ensure the document has been received in full;

...ed via email, the sender should also telephone the recipient to ensure the document has been received in full;

5.2.8 [All emails relating to a transaction, complaint etc >> should be sent to the appropriate place;]

...g file, transaction, complaint etc >> should be sent to the appropriate place;]

5.2.9 [No email relating to a transaction, complaint etc >> should be deleted unless it has been printed and filed.]

...saction, complaint etc >> should be deleted unless it has been printed and filed.]

5.3 Users must not email any confidential information to their own or a colleague's personal web-based email address unless specifically authorised. Other Users must not email any confidential information, client's >> web-based email address unless specifically authorised by them.]

...ent to their own or a colleague's personal web-based email address unless specifically authorised. Other Users must not email any confidential information, client's >> web-based email address unless specifically authorised by them.]

5.4 [Use of Company email for personal purposes is prohibited as it places an additional strain on the Company's IT and communications facilities.]

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OR

5.5 [The Company recognises that there may be instances where Users may need to use their Company email for personal reasons. This is permitted on the condition that it does not interfere with the performance of their duties. In any case Users are not permitted to use their Company email to subscribe to any newsletters or to receive any marketing material which would result in extra unnecessary burden being placed upon the Company's IT and communications systems.]

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5.6 [If Users do use their Company email for personal reasons, they will be deemed to agree to the Company's policy on the monitoring of such emails sent or received may be found in section 8 of this policy.]

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5.7 Users should at all times ensure that their Company email messages may have to be disclosed as evidence in legal proceedings or investigations by regulatory bodies and that such disclosure is not prejudicial to both their and the Company's interests. If it is determined that data which appears to have been deleted is often

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Personal Email

5.8 [Users are permitted to use their personal email accounts only to the extent that such use does not interfere with the User's performance of his/her duties during normal working hours or during a lunch break.]

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OR

5.9 [Users are not permitted to use their personal email accounts via Company communication systems.]

...onal email accounts via Company communication systems.]

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6. Telephone Use

Company Telephone System

- 6.1 The Company's teleph... the Company's busin... domestic arrangeme... telephone system fo... may be defined as r... day. Any persona... disruption to Users' v...
- 6.2 Users should be a... Company's telephon... satisfaction or to che...
- 6.3 If the Company d... excessively for pers... disciplinary procedur...

exclusive use by Users working on... telephone calls regarding Users'... excessive use of the Company's... bited. Acceptable telephone use... es of personal calls in a working... ld be timed to cause minimal...
 calls made and received on the... ly monitored to ensure customer... is not being abused.
 phone system has been used... dealt with under the Company's

Mobile phones

- 6.4 Essential personal t... are acceptable but e... calls (also texting, er... disruption to others... working hours.
- 6.5 Any personal telepho... cause minimal disrupt...

g Users' domestic arrangements... own mobile phones for personal... g) is prohibited. In order to avoid... be set to silent during normal...
 mobile phones should be timed to... o colleagues working nearby.

7. Security

- 7.1 The integrity of th... communications equ... preserving the secu... careful and cautious
- 7.2 [Access to certain... equipment and syste... potential security ri... circumvent any block...
- 7.3 Users must not do... express permission o... 3.2 and 3.4 of this po...
- 7.4 Users must not sha... communications equ... is necessary for mai... it has been necess... password immediate... >>. Users are remind...
- 7.5 Users must ensure t...

relies on the security of its... Users bear the responsibility of... equipment and systems through...
 from Company communications... to block a website is based on... s. Users must not attempt to... or features by the Company.]...
 software or program without the... and are reminded of paragraphs...
 they use for accessing Company... n any person, other than when it... < e.g. IT support staff >>. Where... d, the User should change the... quired by << e.g. IT support staff... e to change passwords regularly...
 sensitive information is kept secure.

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Workstations and so
machine, hard copy
and caution should be
workplace.

when the User is away from the
ould be secured when not in use
mobile telephones outside of the

7.6 When opening email
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their computer has
Manager >> immediat

Users must exercise caution in
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opening it. If a User suspects that
s they must contact << e.g. IT

7.7 [No external equipme
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permission of << e.g.

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ms without the prior express

8. Monitoring

8.1 The Company may m

ations for the following reasons:

8.1.1 To ensure
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8.1.2 To provide ev

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8.1.3 To help com
equipment an

the Company's communications
security;

8.1.4 If the Compa
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8.1.5 If the Compa
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sonal emails;

8.1.6 In order to b
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and email traffic data sent and
on systems is logged, including
of visits. Any personal use of the
also. Users who wish to avoid the
of any political or religious beliefs
at work which might reveal such
ications equipment and systems
ent to personal communications
. The Company shall ensure that
s with the Data Protection Act

8.3 When monitoring em
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However, if it is considered
emails. Users should be aware
ons should not be sent by email
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9. Misuse and Compliance

- 9.1 Any User found to be in breach of this policy in relation to the use of communications equipment and systems provided by the Company shall be dealt with in line with the usual disciplinary procedure.
- 9.2 The viewing, transmission or use of any of the following on the Company's communications equipment and systems will amount to a breach of this policy with the possibility of summary dismissal:
 - 9.2.1 Material which is defamatory, racist, homophobic, paedophilic or any other form of offensive material;
 - 9.2.2 Illegal or criminal material which breaches copyright or any other intellectual property rights;
 - 9.2.3 Any material which has the effect of causing harassment to the recipient;
 - 9.2.4 Material which is confidential or restricted information which you are not authorised to deal with;
 - 9.2.5 Any website which is blocked access to from << insert company name >> equipment and systems.

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This policy has been approved & authorised by:

Name: <<Insert Name>>

Position: <<Insert Position: Resources Manager>>

Date: <<Date>>

Signature:

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