



**Reviewed and Updated: Brian Juliff + Gareth Kear 2019**  
**Next Review: January 2021**

### **WRL ICT Policy (February 2019)**

#### **Computer misuse**

Some employees have access to computers at work for use in connection with the WRL's business. Employees who are discovered unreasonably using the WRL's computers for personal and private purposes will be dealt with under the WRL's disciplinary procedure. Vandalism of, or otherwise intentionally interfering with, the WRL's computers/network constitutes a gross misconduct offence and could render the employee liable to summary dismissal under the WRL's disciplinary procedure.

#### **E-mail and the Internet**

Some employees also have access to e-mail and the Internet for exclusive use in connection with the WRL's business and as part of the normal execution of the employee's job duties. The purpose of these rules is to protect the WRL's legal interests. Unregulated access increases the risk of employees inadvertently forming contracts through e-mail and increases the opportunity for wrongful disclosure of confidential information. In addition, carelessly worded e-mail can expose the WRL to an action for libel. Sending offensive, defamatory, or otherwise unsuitable emails will not be tolerated, and any person doing so will be subject to the WRL's disciplinary procedures. As such, e-mail to clients and customers must follow the WRL's designated house style, which will be supplied to authorised users. Failure to follow house style is a disciplinary matter and will be dealt with under the WRL's disciplinary procedure. E-mail should not be used for unsolicited correspondence or unapproved marketing campaigns and employees may not commit the WRL financially by e-mail unless they have been granted a specific level of delegated authority to do so. Please note that these rules apply to all methods of communication (including, but not limited to): text messages, letters, memos, telephone calls, faxes and internet chat rooms. All external emails must be sent using the standard WRL disclaimer attached to the body of the email.

Employees are not permitted to surf the internet or to spend excessive time "chatting" by e-mail or instant messenger services for personal and private purposes during their normal working hours. Employees are also prohibited from using e-mail to circulate any non-business material. Not only does excessive time spent online lead to loss of productivity and constitute an unauthorised use of the WRL's time, sexist, racist or other offensive remarks or jokes sent by e-mail can amount to unlawful harassment. Employees who are discovered contravening these rules may face serious disciplinary action under the WRL's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in the employee's summary dismissal. Use of instant messaging systems must be expressly approved in advance by the WRL. Employees are permitted to surf the Internet for personal purposes during non-working hours.

Logging on to sexually explicit websites or the downloading and/or circulation of pornography or obscene material or using the Internet for gambling or illegal activities is prohibited, either during office hours, or in employees' own time. The ICT department monitors internet usage, both length of time it is being used, and the sites people are using. Any breaches of the policies above will be dealt with very seriously and could constitute gross misconduct and could render the employee liable to summary dismissal under the WRL's disciplinary procedure.



The WRL reserves the right to monitor employees' e-mails and use of the Internet, both during routine audits of the computer system and in specific cases where a problem relating to excessive or unauthorised use is suspected. The purposes for such monitoring are:

- to promote productivity and efficiency.
- or security and legislative reasons.
- to ensure there is no unauthorised use of the WRL's time e.g. that an employee has not been using e-mail to send or receive an excessive number of personal communications.
- to ensure the smooth running of the business if the employee is absent for any reason and communications need to be checked.
- to ensure that all employees are treated with respect, by discovering and eliminating any material that can amount to unlawful harassment.

Communications of a sensitive or confidential nature should not be sent by e-mail because it is not guaranteed to be private. When monitoring e-mails, the WRL will, save in exceptional circumstances, confine itself to looking at the address and heading of the emails. However, where circumstances warrant it, the WRL may open e-mails and access the content. In this case, the WRL will avoid, if possible, opening e-mails clearly marked as private or personal.

If you receive an email in error, you must forward it on to the correct person and delete it from your system. If the email contained confidential information, use must not be made of this information, nor must it be disclosed.

The WRL reserve the right to archive all emails, incoming and outgoing, despite deletion from the end user.

Email mailbox limits are in place to ensure server performance and continuity. Each employee has 2 gigabytes (2000 megabytes) mailbox size limit and will be warned once they reach 1.5GB. Incoming and outgoing email sizes are limited to 10 megabytes for each email.

The WRL reserves the right to deny or remove e-mail or Internet access to or from any employee.

### **On-line blogs**

A blog is a personal or corporate website in the form of an online journal, with new entries appearing in sequence as they are written, especially as dealing with reflections or opinion, and typically incorporating links to other articles. Use of a blog, or similar medium, to discuss the WRL are strictly prohibited. Any employee disregarding this rule, will be subject to disciplinary procedures.



### **Social Networking Sites**

Use of social networking sites (e.g. Facebook, Twitter, LinkedIn, Instagram) should not take place during normal working hours (use should therefore generally be during lunch, or before and after work). The site should not be left open all day, as this site does use up our network and internet resource. Whilst the WRL is not prohibiting the use of such sites at all times at present, we reserve the right to do so.

As with blogs, discussion about the WRL is prohibited. Any confidential, inflammatory, negative, unfair or unnecessary remarks published regarding the WRL, its employees or the associations within the sport will be classed as misconduct and subject to the WRL's disciplinary procedure, which may result in suspension or dismissal.

### **Computer software, games and viruses**

The WRL licences the use of computer software from a variety of outside companies. The WRL does not own this software and, unless authorised by the software developer, neither the WRL nor any of its employees have the right to reproduce it. To do so constitutes an infringement of copyright. Contravention is a disciplinary matter and will be dealt with in accordance with the WRL's disciplinary procedure.

The WRL's computer network makes it vulnerable to viruses. Therefore, only members of the ICT department have the authority to load new software onto the network system. Any employee found to be contravening this will face disciplinary action under the WRL's disciplinary procedure.

### **Mobile computer equipment and telephones**

Some members of staff will have the use of mobile computer equipment, either on a permanent basis or loaned temporarily. Such equipment is the property of the WRL and must be looked after properly. In particular, when equipment is being transported it must never be on show in the vehicle (i.e. always store equipment in the car's boot). If you are using the equipment at third party premises (e.g. at a club, at a college, etc.), you must not leave the equipment unattended, unless the room is secured. If you lose or damage a company laptop it will be replaced at the WRL's expense the first time. If it is lost or damaged a second time the WRL will replace it but will deduct fifty (50%) of the laptop cost from your next salary payment. If you lose or damage a laptop three or more times the WRL will replace it each time but will deduct one hundred (100%) of the laptop cost from your next salary payment. Also, laptops should not be used to rest on, and should always be transported in an adequate bag. The WRL will provide a suitable bag if required. The WRL's 'Health and Safety Policy' should be referred to for more information.



The same policy applies to mobile telephones – if you are given an WRL phone it must be looked after properly. If you lose or damage a company phone it will be replaced at the WRL's expense the first time. If it is lost or damaged a second time the WRL will replace it but will deduct fifty (50%) of the handset cost from your next salary payment. If you lose or damage a phone three or more times the WRL will replace it each time but will deduct one hundred (100%) of the handset cost from your next salary payment. The use of WRL mobile telephones and/or photography equipment to record images/footage of events are governed by stadium and/or event guidelines, but staff should also consult the 'Safeguarding Policy', particularly with regard to images of children.

Any theft of mobile computer equipment or telephones must be reported to the Police, and a crime reference number obtained. Theft or loss of equipment must also be reported to the individual's line manager first. The ICT Department will not issue replacement equipment until the line manager and/or Police have been notified.

Use of mobile telephones in cars without the use of a hands-free kit is illegal. All WRL employees are requested to only make or receive phone calls when it is safe to do so, and only using a hands-free kit. If you have a company mobile phone and require a hands-free kit (e.g. a Bluetooth headset, a wired headset, or a car-kit) you must inform the ICT department who will assess what you require and will order the appropriate product.

### **Miscellaneous ICT Equipment provided by WRL**

Employees may require certain equipment to aid their role, for example but not limited to: - Digital Cameras, Camcorders, TV's, DVD Players, Projectors, Bluetooth headsets etc.

If you lose or damage a piece of equipment it will be replaced at the WRL's expense the first time. If it is lost or damaged a second time the WRL will replace it but will deduct fifty (50%) of the equipment cost from your next salary payment. If you lose or damage a piece of equipment three or more times the WRL will replace it each time but will deduct one hundred (100%) of the equipment cost from your next salary payment.

Any theft of miscellaneous equipment must be reported to the Police, and a crime reference number obtained. Theft or loss of equipment must also be reported to the individual's line manager first. The ICT Department will not issue replacement equipment until the line manager and/or Police have been notified.

### **Personal ICT, Communication or Entertainment Equipment**

It is against Company Policy to use personal electronic devices at work, unless expressed permission has been granted by a Line Manager. This includes but not exclusive to personal laptops, handheld entertainment devices (PSP/Handheld Games Device), iPod/mp3 Players, iPad/Personal Tablet Computers, personal mobile phone/smart phones or other personal communication devices.



If permission is granted by the ICT Department / WRL lead executive, these devices **must not** be connected or plugged into any WRL network devices, wireless networks, wired networks or USB connections on WRL machines. If a specific item or piece of equipment is required with a valid business case, then you must raise a requisition using the standard methods.

Personal Communication Devices must not be synced to the WRL Mail or Exchange Servers due to security and administrative issues. Any devices found contravening this rule will be removed immediately from the server and may be wiped to secure any WRL information is not held on the device. Continued attempts will be reported to a Line Manager and may result in disciplinary procedures.

### **Telephone and Mobile Phone misuse**

The WRL's telephone lines are for the exclusive use by employees in connection with the WRL's business. Whilst the WRL will tolerate essential personal telephone calls concerning an employee's domestic arrangements, excessive use of the telephone for personal calls is prohibited. This includes lengthy, casual chats and calls to premium rate numbers. Not only does excessive time engaged on personal telephone calls lead to loss of productivity, it also constitutes an unauthorised use of the WRL's time. If the WRL discovers that the telephone has been used excessively for personal calls (the WRL will determine what excessive use is, but personal circumstances will be considered), this will be dealt with under the WRL's disciplinary procedure and the employee will be required to pay to the WRL the cost of personal calls made.

Personal telephone calls should be timed so as to cause minimum disruption to the employee's work and should, as a general rule, only be made during breaks except in the case of a genuine emergency.

Text messages on company mobile phones are subject to a Fair Usage policy and reasonable use of communication via SMS, work and personal, is permitted. Any excessive use will be discussed with the employee's line manager.

Internet browsing on mobile devices is permitted on our company tariff, but excessive and unnecessary use will be reported to the employee's line manager. The internet browsing policy is also enforced on mobile devices, and any breaches of this will result in WRL disciplinary procedures. The WRL always reserves the right to remove internet access privileges.

Smartphone use is regulated by the ICT Department, and any colleagues that have been issued with a smartphone device will have limited access to certain applications. Colleagues with these devices must not install applications or games from the "marketplace". Failure to comply to this will result in the Device being wiped and returned to the factory settings. Continued use of unauthorised apps may mean revoking the use of the Smartphone device.



Excessive use of mobile services such as "call-back", 118 directory services or any service which is an additional cost and outside our business tariff is prohibited. The WRL accepts that occasional use of these services for emergencies is acceptable but may need to be proven if flagged during our mobile telecoms audit.

Using company mobile phones abroad is permitted but not recommended due to elevated costs incurred. If you plan to travel abroad with your mobile phone, you must inform the ICT Department before you travel. Excessive use abroad and elevated costs incurred due to calls, texts and data usage will be discussed with the employee's line manager.

Employees should be aware that telephone calls made and received on the WRL's telephone network may be monitored and/or recorded to assess employee performance, to ensure customer satisfaction and to check that the use of the telephone system is not being abused. This includes monitoring of mobile telephone calls, SMS text messages and browsed internet content.

Lost or stolen mobile phones must be reported immediately to avoid unnecessary costs being charged via a third party. Failure to advise of any lost or stolen equipment may result in disciplinary procedures due to negligence.

### **ICT Equipment Loan or Hire**

As required, the ICT department have a number of stock items that are available to loan out to members of staff. These include such items as Satellite Navigation Systems, Laptop Computers, Mobile Phone / PDA Devices and Mobile Internet USB Modem Devices.

A booking should be made by via the intranet, email or by written request. Verbal confirmation will not be a guarantee.

Once a member of staff has the equipment in their possession, they also take full responsibility in making sure the items are secured adequately and safely:-

- Do not leave loan equipment in vehicles, company or personal. Ensure that all accessories are removed from the vehicle upon exit, and nothing remains on show.
- Do not leave the equipment unattended.
- Always keep the equipment in the original case or cover provided to eliminate any damage.

In the case of Lost, Stolen or damaged items that have been returned, the employee may be asked to cover the cost at the ICT Departments discretion.



Any theft of loan equipment must be reported to the Police, and a crime reference number obtained. Theft or loss of equipment must also be reported to the individual's line manager first. The ICT Department will not issue replacement equipment until the line manager and/or Police have been notified.

Personal data saved on a loan machine is the responsibility of the owner, and loan equipment will be cleaned and data wiped on a regular basis.

A "fair-usage" policy applies to Mobile Phone or Mobile Internet usage. Excessive usage that is deemed to be not for business purposes will be charged to the employee at the ICT department's discretion.

For Mobile Internet USB Devices, the internet content policy is still applied.

### **Music/Video devices**

Employees are not permitted to listen to work and/or watch videos on media devices (including mobile phones) during normal working hours without the express permission of their manager. If permission is granted the media device should be used in a considerate and responsible manner at all times. Permission may be revoked at any time and without notice.

In all other cases media devices may be used during non-working hours e.g. lunch breaks, but again always in a considerate and responsible way. If such devices are connected to WRL equipment to transfer songs or videos all UK laws must be observed. Specifically the transfer of illegally downloaded songs using WRL equipment will be taken very seriously and may be subject to the WRL's disciplinary procedure, as well possible legal action. If any music or video is downloaded through a legitimate download site, such use must be reasonable. If you are unsure whether your use is reasonable, please check with the ICT Department.

### **USB Keys and other data transferable devices**

USB keys and the like may be used to transfer data between computers, if it is unfeasible to copy the data to the network, or to email it. However, all data remains, at all times, the property of the WRL. If personal USB keys are used, then they must not install any software onto your computer. If you require a USB key, the ICT department has a central store of keys that can be loaned to employees temporarily. Employees must not purchase or use donated USB memory sticks as this could introduce security issues due to viruses and other vulnerabilities. All external USB memory sticks must be virus scanned by the ICT department before use.



## **Passwords**

You must change your password every six months, and you will be automatically prompted when you need to change your password. When choosing a password, please ensure it is alphanumeric, and contains at least six letters and two numbers. Periodically we will test random accounts to make sure people haven't used either 'password' or their name as the password. You may tell other people in your department what your password is if it is required, but you must be aware that any prohibited actions listed above that take place under your log-on will be attributed to you. If you wish to change your password manually at any time, press 'Ctrl-Alt-Del' and click the 'Change Password' box when the dialogue box appears. You will then be prompted for your old password, and then your new password twice.

## **Purchasing ICT equipment**

You must not purchase any ICT equipment, and all orders must go through the ICT department, unless you are given express permission to do so by a member of the ICT department. The exceptions to this rule are any consumables (e.g. printer cartridges) which may be ordered as you would do with stationery. The ICT department will request authorization from the finance department before ordering, so a good business case must be made for your request. We reserve the right to refuse to pay for any ICT equipment purchased by employees, either through a supplier, or reclaimed through expenses, unless pre-agreed by the ICT department. The ICT Department will not support devices that are not purchased through the necessary channels, and employees may be liable for damage caused to legitimate WRL equipment by use of these devices.

## **Data**

All data generated by employees, or on behalf of the WRL, remains at all times the intellectual property of the WRL. This includes documents prepared by staff, contact details (e.g. customer contact details), emails and other electronic communication. This data may not be copied by any means for personal or non-WRL use (including, but not limited to): photocopying documents, emailing documents, photographing documents or computer screens, faxing documents. Anyone breaching this rule will be subject to disciplinary procedures.

## **Data Protection**

It is the responsibility of the WRL as a leading governing body of sport to maintain a high standard of discipline with regard to data protection as laid down in the Data Protection Act 2018.



Data protection within the WRL involves three important categories:-

- Protection of the WRL's intellectual data.
- Protection of your own data.
- Protection of data and information held by the WRL of external clients, customers and people involved in the sport.

From credit card information to contact details we are legally obliged to protect this data.

### **Security Access Cards**

Not relevant as WRL currently have no central office.

### **Server Storage and Personal Data**

WRL employees have use of the company file network storage servers to save work-related information and data, which will be backed up incrementally every night. A Fair Use Policy is in place to ensure that everyone is economical with the space available to them on the server, and we will contact Employees who exceed certain thresholds. Uploading large media files to the network shared drives is not permitted, and files which we deem to be excessive will be moved to another area, or transferred to removable disc.

Personal data such as family photos, personal media files (music, videos, movies) and personal documents are not permitted to be uploaded to the WRL servers. However, personal data can be stored on company machines with the express permission of the employee's manager. The WRL will not take responsibility for loss or damage to an employee's personal data.