

## **Midstream (West Lancs) Ltd**

### **E mail, Internet and Social Media Policy**

**Internet & Social Media are provided at Midstream for training and business purposes only and should not be otherwise used by Children & Vulnerable Adults (from now on referred to as clients) when attending Midstream.**

Use of the internet by clients who access services or learning provision delivered by Midstream is permitted and encouraged where such use supports the goals and objectives of the vocational training and work based activities undertaken at Midstream. Such use is permitted during work & training activities when clients are under supervision by Midstream staff.

**Use of the internet (including 3G & 4G networks) is not permitted during breaks & lunch times using personal mobile devices such as mobile phones & tablets.**

**Personal use of social media networks or personal blogging of online content is prohibited and could result in disciplinary action which may include dismissal.**

Social media, should be broadly understood for the purposes of this policy to include blogs, wikis micro blogs, message boards, chat rooms, electronic newsletters, online forms, social networking sites, mobile phone applications and other sites and services that permit users to share information with others in a contemporaneous manner.

#### **Acceptable use of the Internet & Social Media**

When using the Internet & Social Media for work & training activities clients must ensure that they :

- Comply with current legislation
- Use the internet in an acceptable and responsible way
- Do not create unnecessary risk to Midstream, employees, other clients or visitors by their misuse of the internet

#### **Unacceptable use of the Internet & Social Media**

The following, in particular is deemed unacceptable internet use (this list is not exhaustive) :

- Visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- Using a computer, tablet device to perpetrate any form of fraud, or software, film or music piracy
- Using internet to send offensive or harassing material to other users including employees or other clients of Midstream
- Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such license

- Hacking into unauthorized areas
- Publishing defamatory and / or false material about Midstream, employees, clients & visitors on social networking sites, blogs, wikis and any other online publishing format
- Revealing confidential information about Midstream in a personal online posting, upload or transmission – including financial information and information relating to customers, business plans, policies, staff, other clients and / or internal discussions
- Undertaking deliberate activities that waste staff effort or networked resources
- Introducing any form of malicious software into the corporate network

### **Company owned information held on third party websites**

If you produce, collect and / or process business related information in the course of your work or training activities services delivered to you as a client, the information remains the property of Midstream. This includes such information stored on third party websites such as webmail service providers and social networking sites, such as Facebook.

### **Monitoring**

Midstream accepts that the use of the internet is a valuable commodity and as such, misuse of this facility can have a negative effect upon clients, employees and the reputation of the business.

In addition, all of the company's internet related resources are provided for business purposes. Therefore, the company maintains the right to monitor the volume of internet and network traffic, together with internet sites visited. The specific content of any internet usage will be monitored if there is a suspicion of improper use.

### **Sanctions**

Where it is believed that an employee or client has failed to comply with this policy, they will face the company's disciplinary procedure. If the employee or client is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal.