## INTRODUCTION

The purpose of this policy is to explain the IT policy and environment of the charity. It does not include management of any of the organisational databases such as for children’s records, HR, training or finance records. To understand how to use the IT including your hardware, emails, passwords etc. and other aspects of how the policy as applied, please read the IT handbook which can be found [here.](file:///%5C%5CCHF-LDNFile01%5CShared%24%5CStaff%5COnboarding%5CIT%20handbook%20June%202024.docx)

## IT ENVIRONMENT AND SECURITY

We use retained consultants 1st IT, to manage our IT environment and security and to maintain our Cyber Essentials Certification across the whole charity.

Securus software monitors all Childhood First hardware for inappropriate keywords and keystroke breaches, designed to support the safeguarding of children. Line managers and IEB Directors receive regular reports showing breaches of policy.

To ensure data protection, only equipment provided by Childhood First should be used to access work related data.

## IT SUPPORT

1st IT provide a full IT support function for all staff. The relationship of 1st IT is managed by our Central Services Manager (CSM) who in turn is supported by an IT champion in each community. First line IT support for all staff is through 1st IT and the options for contacting 1st IT are detailed in the IT handbook. Matters that affect a whole community can be escalated to an IT Champion or CSM.

## HARDWARE

Laptops and desktops are replaced regularly, depending on use and budget provision. They can also be repaired in some instances. All hardware is, and remains, the property of Childhood First.

All new machines will be recorded on a stock inventory and allocated to a specific user. Hardware being decommissioned will be cleansed of any data relating to Childhood First and decommissioned by a company who will provide a certificate of destruction.

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## SOFTWARE

Only software approved by both the CSM and 1st IT is to be installed on Childhood First hardware.

No software is to be removed from your PC/laptop.

All software on your PC/laptop must have the correct and up-to-date license. Any notification of licenses running out or being invalid must be reported to 1st IT as soon as possible.

It is a serious breach of the IT policy to illegally copy any software owned by Childhood First.

## GDPR

All staff are required to comply with data protection law in their use of IT applications and equipment. Please see our [GDPR Policy](https://www.proceduresonline.com/childhoodfirst/user_controlled_lcms_area/uploaded_files/Data%20Protection%20Policy%20%28compliant%20with%20the%20GDPR%29.pdf) on Tri-x for full details.

## FILE MANAGEMENT

It is the responsibility of the user to ensure documents are filed appropriately according to the office/Centre's agreed digital filing structure.

No files are to be saved to the desktop or hard drive of a laptop or PC. Should any of the files saved to the desktop become lost or deleted that data is irretrievable. Unless there is a loss of connection to the server, files should be transferred to the appropriate server folder as soon as possible or, as soon as connection is restored.

The use of external media e.g. encrypted USB drives, CD or DVD should be only be for transferring of data. Only 1st IT are able to create/delete new server drives and change permission groups security settings.

It is a breach of IT policy to retain documents on the drive of individual PCs not owned by Childhood First, unless in line with the guidance above.

## EMAIL USE

All email users should be using Microsoft Outlook. Use of any other platform, e.g., @gmail is not permitted.

Emails are only to be used for work-related communication.

Where e-mails are marked confidential, forwarding on to non-designated recipients is prohibited.

Childhood First staff are prohibited from writing or forwarding any email with content (text or image based) that is derogatory, illegal, unethical, defamatory, harassing, intimidating, harmful to the charity and/or offensive. This includes (not exclusively) the following subject matter: racism, sexism, pornography, paedophiliac or hateful material.

Childhood First does not accept anti-social or unacceptable use of its email system including; passing on chain-mail, spam, animations, hoax virus warnings etc.

Childhood First holds the right to monitor use of emails.

Do not open, respond or forward spam or junk emails, i.e. those that are unsolicited, unwanted, irrelevant, or inappropriate e.g. commercial advertising, scam/fraud messages or inappropriate content.

## BREACHES OF POLICY

Any breach of the IT Policy is likely to lead to disciplinary action and in some cases could lead to dismissal.

## ACCEPTABLE USE POLICY

All Childhood First systems are solely for business purposes. Any improper behaviour may compromise the network system and may result in legal consequences. Limited personal use may be permitted where approved by authorised staff.