

## ICT01ICT Policy Framework

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## **ICT Policy Framework**

### **Foreward from the Principal**

The College seeks to promote and facilitate the proper and extensive use of ICT in the interests of learning and research. Whilst the traditions of academic freedom will be fully respected, this also requires responsible and legal use of the technologies and facilities made available to the learners and staff of the College.

This ICT Policy is intended to provide a framework governing the use of New College Lanarkshire's ICT resources. It applies to all computing and networking facilities provided by any faculty, department or section of the College. It should be interpreted such that it has the widest application.

### **Introduction**

New College Lanarkshire encourages the use of Information Technology in support of learning and teaching and to promote effective communication and working practices in furtherance of the College's mission. This Policy Framework covers the use of the Information and Communications Technology (ICT) Systems of New College Lanarkshire and consists of:

1. The User Agreement
2. The College Network Policy
3. The College Internet Access Policy
4. The E-mail Policy
5. The Wireless Access Policy
6. The Cloud Storage Policy
7. The Mobile Device Policy
8. The Telephone Policy
9. The Door Access Systems Data Monitoring Policy

Sections 1-5 are applicable to all users of the College ICT facilities while sections 6-9 have greater relevance to staff. However, users are encouraged to familiarise themselves with all aspects of the ICT Policy Framework.

### **Scope of Policy**

This policy applies to all users of the College Systems, including learners, staff, visitors, contractors, work placement trainees and anyone else to whom access is provided. However, for the purposes of monitoring and investigation only, the Senior Management Team and accredited ICT Support Services staff are out with the scope of this policy.

### **Responsibilities**

It is the responsibility of users to:

- Uphold the relevant laws
- Adhere to College Policies and Procedures
- Be aware of the College Information and Communications Technology Policy Framework, including all its constituent parts, and accept its terms and conditions

- Read and understand the User Agreement and accept full legal responsibility for all of the actions you undertake using the College's Systems according to any and all applicable laws
- Accept that violation, or attempted violation, of your responsibilities as a user may lead to your exclusion from the system
- Be aware that the College will do everything reasonably possible to prevent any damage or loss incurred by a user whilst using the College systems, however in the event of unforeseen circumstances, this may not always be possible.

### **Data Protection Act 1998**

New College Lanarkshire is registered as a Data Controller and subscribes to the principles of Data Protection as contained in the Data Protection Act 1998. The College holds and processes personal data for purposes connected with its statutory and business requirements, as outlined in its entry in the Data Protection Register. The processing of personal data relates to staff, learners and agents of the College and applies to both computer and manual records (including filing systems and CCTV). The College is committed to ensuring that all those processing data on its behalf are aware of their obligations under the 1998 Act and that data subjects are made aware of their rights as laid out in the Act.

### **Regulation of Investigatory Powers Act 2000**

The College is entitled under the Telecommunications (Lawful Business Practice) (Interception and Communications) Regulations 2000, issued under the Regulation of Investigatory Powers Act 2000, to monitor or keep a record of communications to:

- ensure they are business related
- ensure the College's policies and procedures are being complied with
- investigate or detect the unauthorised use of College Systems

Users should be aware that systematic logs are regularly taken including, but not limited to, network access history, internet usage, telephone usage and e-mail traffic. The logs are regularly inspected as part of the audit systems processes and procedures in place to control, monitor and maintain the security of the College's computing facilities.

## Terms of Use

The use of College ICT resources is subject to the following statutes and regulations:

- The Copyright, Designs and Patents Act 1988
- Computer, Copyright Software Amendment Act 1985
- The Computer Misuse Act 1990
- The Data Protection Act 1998
- The Electronic Communications Act 2000
- The Freedom of Information (Scotland) Act 2002
- The Regulation of Investigatory Powers Act 2000
- Trade Marks Act 1994
- Criminal Justice and Public Order Act 1994

Copies of these documents are available online at <http://www.opsi.gov.uk/>.

## 1.0 The User Agreement

When you log on as a User of the ICT facilities of New College Lanarkshire you agree that:

### General

#### You will:

- Be the sole person authorised to use your allocated User ID
- Be solely responsible for all actions undertaken by your User ID while it is valid
- Not let others use your User ID and Password nor inform others of your User ID or Password
- Not delete, examine, copy or modify files and/or data belonging to other users without their prior consent
- Not deliberately impede other users through mass consumption of system resources
- Not take any unauthorised, deliberate action which damages or disrupts a computing system, alters its normal performance, or causes it to malfunction, regardless of system location or time duration
- Accept that data stored on the local disk drive (e.g. C:\ Drive) of a workstation can, and will, be removed by ICT Support Services at any time

### Electronic Mail

#### You will:

- Be responsible for all electronic mail originating from your User ID
- Not forge, or attempt to forge, electronic mail messages
- Not attempt to read, delete, copy, intercept or modify electronic mail directed to other users without prior consent
- Not send, or attempt to send, harassing, obscene and/or threatening email to another user of any email service
- Not send 'for-profit' messages or chain letters

### Network Security

#### You will not:

- Attempt to gain unauthorised access to College systems
- Attempt to use College Systems to gain unauthorised access to third party systems
- Attempt to decrypt, capture or otherwise discover the system administrator password or the password of another user
- Copy, or attempt to edit, College System files
- Attempt to 'crash' College Systems or programs
- Attempt to secure a level of privilege or access to College Systems higher than authorised
- Load programs or computer software applications onto the College Systems or local computer hard disk drive without the written authorisation of the Head of ICT
- Wilfully introduce computer 'viruses', worms, Trojans, Spyware, or other disruptive/destructive programs into the College Systems or external networks
- Log on to the College Systems using a username and password belonging to another user
- Take any deliberate action which might reduce the effectiveness of any anti-virus or ICT security precautions installed by ICT Support Services Staff

- Participate in Peer-to-Peer file sharing or download any material that infringes the copyright or confidentiality of another individual or organisation (including, but not limited to, books, music, films, TV and radio)

It is a breach of College policy to store, stream or download any copyright material, for which you do not hold a valid licence or other permission from the copyright holder, on College systems. This includes books, music, photographs, software or film and TV recordings. You should be aware that it is also in breach of the Microsoft OneDrive terms and conditions and could result in your account being terminated by Microsoft without notification, resulting in the loss of all data within the account.

The College may remove non-business related, or unauthorised files, periodically as a matter of policy.

There are circumstances where a User ID logon may be used by a group of staff for the sole use of accessing specialised software or external resources. Prior to their use, individuals should reference the relevant College Policy for guidance on the usage and limitations of such User IDs.

## 2.0 Network Policy

### Statement

The Information and Communications Technology (ICT) belonging to New College Lanarkshire is provided for use by staff, learners and College guests in support of the vision and corporate objectives of the College. Reasonable personal use is also acceptable; however, users should be aware that the College cannot guarantee the privacy of network traffic. All users are responsible for ensuring that these technologies are used lawfully, ethically, responsibly and courteously.

### Responsibilities

- The College is responsible for securing its facilities to a reasonable and economically feasible degree against unauthorised access and/or abuse. This responsibility includes informing users of expected standards of conduct and the resultant consequences of not adhering to them.
- The users of the Network are responsible for respecting and adhering to Scottish, United Kingdom, European and International Law, the Acceptable Use Policy of the College's Internet Service Provider (JANET) and all other applicable College policies. It is the policy of the College that all its activities must be conducted in accordance with current legislation. If a user of ICT is unsure as to their responsibilities in relation to the law they should seek the advice of their course tutor or line manager. The Legal section of this document provides details of the UK Statutes and Regulations which may be relevant to the use of ICT. It should be noted that this list is not exhaustive.
- ICT can provide access to resources on and off campus, as well as the ability to communicate with other users worldwide. Such open access is a privilege and requires that individual users act responsibly. Users must respect the rights of other individuals, the good name and reputation of New College Lanarkshire and the integrity of the systems and related resources.
- It is the policy of the College to respect all computer software copyrights and adhere to the terms and conditions of any software licensing agreement to which the College is a party. The College will not condone the use of software that does not have a licence and any user found installing unlicensed software may be dealt with under the terms of the relevant Disciplinary Policy and Procedure and may also have their network access revoked.

### General Computing Policy

- Authorised users of College ICT facilities shall be issued with a unique User ID.
- Prior to using their unique User ID, users shall be required to signify their agreement, through on-screen acceptance, to uphold the terms of this Policy Framework and its constituent parts.
- Authorised users are solely responsible for all actions, including electronic messaging, taken while their User ID is in use. Authorised users are responsible for maintaining the confidentiality of their passwords and the security of their accounts.
- Any digital content such as graphics, multimedia programs, instructional materials or articles produced wholly, or in part, using the College ICT Systems remain the copyright and intellectual property of New College Lanarkshire.

- Staff and learners are not permitted to connect, or attempt to connect, any personally owned ICT equipment to the College structured cabling system under any circumstances. The College NCL-WiFi wireless network is provided for this purpose and is the only College network for which the use of personal ICT equipment is permitted.
- The ICT Policy Framework may be amended from time to time as deemed appropriate by the College.

### **Measures**

- Any attempt to violate the provisions of this Policy, regardless of the success or otherwise of the attempt, may result in disciplinary action or other sanctions. This may range from a reprimand, exclusion from the system or penalties afforded under College Policies. Disciplinary action in relation to staff will be carried out within the terms of the College Disciplinary Policy and Procedure and may include summary dismissal where appropriate.
- Any attempt to circumvent Scottish, United Kingdom, European or International Law through the use of College owned facilities may result in litigation against the offender by the appropriate authorities. If such an event should occur, the College will fully comply with the authorities to provide any information necessary for the litigation process.
- The College reserves the right to monitor the use of, and withdraw access from, all or part of its Systems and other related ICT resources at any time.

### **Rights of Appeal**

- The decision to exclude a user from College Systems will be made by the Senior Management Team (SMT).
- With reference to learners, an appeal against the decision should be made using the procedures outlined in the College Appeals Policy. The decision of the Appeals Panel is final.
- Staff should appeal a decision to exclude from College Systems using the College Grievance Policy and Procedure. Where violation of the policy has resulted in disciplinary action, staff should appeal using the mechanism contained within the Staff Disciplinary Policy and Procedure.

### **Removal of User Accounts**

On termination of employment the individual staff member's User account will be disabled by an automated process as soon as the termination date, as entered in the HR system, is reached. This process will also disable access to all College ICT services, including the individual's email and Office 365 accounts as well as their OneDrive and the College intranet. All data held in these accounts will be deleted soon after they have been deactivated.

In the case of learners, the individual's User account will be disabled by an automated process as soon as the course completion or enrolment withdrawal date, as entered in the student records system, is reached. This process will also disable access to all College ICT services, including the individual's Office 365 account together with their OneDrive. Access to student files and data are normally removed when the learner's enrolment ceases and

the College will not be responsible for the retention of data beyond this time. Disabled learner accounts will be held for a period of approximately 12 weeks to provide continuity for those returning to complete their studies. They will be deleted after this period has expired.

The College will conduct regular account audits to ensure all User ICT accounts are valid and authorised. Unauthorised or expired accounts will be disabled and removed in accordance with College policy.

## **3.0 Internet Policy**

### **Introduction**

New College Lanarkshire provides Internet access to staff, learners, contractors, partners and visitors. This is a privilege, not a right. This policy expresses the College view on access rights, use and expected conduct of all users of the College Internet service.

### **The Policy**

- The College will determine which web sites and Internet services are available (e.g. instant messaging, Facebook, YouTube, etc.).
- In order to comply with our legal obligations the College reserves the right to monitor the use of its Internet access service. Monitoring will only be carried out to the extent permitted or required by law and as necessary and justifiable for business purposes.
- The downloading, saving or printing of pornographic material, including obscene or sexually explicit images of any kind, or other material is forbidden and will lead to disciplinary action under the terms of the relevant College Policies.
- The participation in peer-to-peer file sharing, streaming or the downloading of unlicensed copyright materials such as music, films, TV or radio is not permitted and will also lead to disciplinary action under the terms of the relevant College policies.

### **Implementation**

- The Head of ICT will ensure that activity is monitored on a regular basis and has the duty to report any violation to the Senior Management Team.
- Access to the College Internet Services is a privilege and can be withdrawn at the discretion of the Senior Management Team.

### **Right of Appeal**

- The decision to exclude a user from Internet Services will be made by a member of the Senior Management Team.
- With reference to learners, an appeal against the decision should be made using the procedures outlined in the College Appeals Policy. The decision of the Appeals Panel is final.
- Staff should appeal a decision to exclude from College Systems using the College Grievance Policy and Procedure. Where violation of the policy has resulted in disciplinary action, staff should appeal using the mechanism contained within the Staff Disciplinary Policy and Procedure.

## 4.0 Email Policy

### Introduction

New College Lanarkshire provides a range of Information and Communications Technologies for use in the pursuit of its vision. This policy outlines the College's view on the use of its email systems and forms an integral part of the College ICT Policy Framework.

### Policy Statement

Access to email is a privilege and certain responsibilities accompany that privilege; users are expected to be professional, ethical and responsible in their use of email and all communication should be carried out in a manner consistent with the College's standards of business conduct. All electronic communication originating from College systems should be consistent with College policies. Examples of unacceptable content include, but are not limited to:-

- Sexually explicit messages, images, or cartoons
- Unwelcome propositions, requests for dates or love letters
- Profanity, obscenity, slander/defamation or libel
- Ethnic, religious or racial slurs
- Any other message that could be construed as bullying, harassment or disparagement of others based on their protected characteristics, as defined in the Equality Act 2010

The use of the College email facilities for personal use is permitted provided this use does not conflict with study or work routines. All personal email should be marked 'personal' in the subject heading, and all personal email, sent and received, should be filed in a folder marked 'Personal' in the user's mailbox (contact ICT Support Services if you need guidance on how to set up and use a personal folder). All emails contained in a user's mailbox are deemed to be business communications for the purposes of monitoring (see section 'Monitoring of Email' below). Where possible, the College will try to avoid opening emails which are clearly marked as personal, however such emails may be opened and reviewed where malpractice or inappropriate conduct is suspected. Written approval from a member of the Senior Management Team must be obtained before access of this nature is allowed.

In order to minimise email congestion, access to the College's 'All Staff', 'All Student' and similarly related distribution groups is restricted and their use is subject to the terms of the College Communications Policy.

### Staff email

The default settings for the Staff email service are as follows;

- Maximum mailbox size: 1GB
- Maximum incoming message size: 20MB
- Maximum outgoing message size: Unlimited

Staff are responsible for the general housekeeping of their e-mail account and should regularly delete out of date messages and correspondence that is no longer relevant. Mailbox contents can also be archived if the content is felt important enough to be preserved and retained for future reference. Staff should be aware that the 1GB mailbox size limit will be strictly enforced and an increase will only be permitted in exceptional circumstances.

### **Learner email**

The College provides all enrolled learners with the option of having their own unique College email account. This is a free service and is provided by the College in collaboration with Microsoft using their Office 365 for Education program. Office 365 is a hosted service and, as such, requires the College to upload a minimal amount of personal information to the Microsoft systems in order for the email accounts to be created. More specifically the service requires the following information to be uploaded:

- Student Number
- First Name
- Last Name
- Course Code

Learners should be aware that the College's Office 365 email service is optional. However, learners should also note that it is College policy to use the Office 365 system as the sole means of electronic communication between the College and its learners. As such any learner who elects not to join the scheme could be denying themselves access to any such communication.

Users should also be aware that, although the Office 365 service is hosted by Microsoft, the use of these facilities is still governed by the College's ICT Policy Framework.

### **Using the College Email Service**

New College Lanarkshire encourages the appropriate use of email to enhance communication and improve productivity in support of its corporate objectives. Users are expected to act in accordance with this policy based on common sense, common decency and civility and are strongly encouraged to use the same level of personal and professional courtesy when using email, as they would with any other form of communication. In particular Users should not:

- Attempt to intercept the email correspondence of another user
- Send, or attempt to send, unsolicited, abusive, threatening or harassing materials
- Send, or attempt to send, chain letters, spam, broadcast messages and/or indecent images
- Use the College email system, and/or other College ICT resources, for personal financial gain or to support personal commercial activity
- Attempt to conceal or alter their name, or misrepresent the source, on any form of electronic communication. This practice is unethical and may have legal implications

- Forward any confidential or sensitive personal information, as defined in the Data Protection Act 1998, to an external email address unless expressly authorised to do so
- Initiate wasteful and disruptive practices or engage in any activity that would interfere with their work or disrupt the integrity of the College network and/or Systems

Conduct which violates the provisions of this policy will result in disciplinary action. Disciplinary action may range from a reprimand, exclusion from the system or penalties afforded under the appropriate College policies. Violations of this policy by staff may be dealt with under the terms of the College Disciplinary Policy and Procedure.

### **Monitoring of Email**

In support of the business interests of the College, and to comply with our legal obligations, New College Lanarkshire reserves the right to monitor the volume and content of incoming and outgoing email across the College Systems and to investigate complaints regarding the use of individual email accounts.

New College Lanarkshire has an interest in regulating and monitoring the content of electronic mail to ensure that the College's policies and procedures are being complied with and for legitimate business purposes.

The College reserves the right to electronically scan all incoming and outgoing email for viruses and for spam. Any email which is found to contain a virus, or any message identified as spam, will be blocked from entering or leaving the College Systems.

### **Absence and Sickness**

Staff users should be aware that their email may need to be viewed if they are absent from work, particularly if the absence is unexpected. Written approval for access must be given by a member of the Senior Management Team before access of this nature is allowed.

### **Right of Appeal**

- The decision to exclude a user from the College email Systems will be made by a member of the Senior Management Team.
- With reference to learners, an appeal against the decision should be made using the procedures outlined in the College Appeals Policy. The decision of the Appeals Panel is final.
- Staff should appeal a decision to exclude from College Systems using the College Grievance Policy and Procedure. Where violation of the policy has resulted in disciplinary action, staff should appeal using the mechanism contained within the Staff Disciplinary Policy and Procedure.

## **Disclaimer**

All email originating from the College will have the following information appended in the footer:

“New College Lanarkshire – WorldSkillsUK ‘Best in the UK’ overall winners 2016, 2014, and 2013. SAVE PAPER – Please do not print this e-mail unless absolutely necessary.  
New College Lanarkshire | Scottish Charity Number SCO21206 | VAT Number 624247747  
This e-mail (including any attachments) may contain information which is confidential. It is intended only for the use of the named recipient. If you have received this e-mail in error, please notify the sender by return and immediately delete it from your system. Please note that in these circumstances the use, disclosure, distribution or copying of this information is strictly prohibited. Any dissemination or use of this information by a person other than the intended recipient is unauthorised and may be illegal. New College Lanarkshire accepts no responsibility whatsoever for the accuracy or completeness of this message as it has been transmitted over a public network. The College reserves the right to monitor all incoming and outgoing e-mail traffic. Although the College has taken reasonable precautions to ensure no viruses are present in emails it cannot accept responsibility for any loss or damage arising from the use of the e-mail or attachments. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of an organisation or employer. Any opinions expressed in e-mail are solely those of the author and do not necessarily represent those of New College Lanarkshire.”

Note the exact wording of the disclaimer may change from time to time and will be amended by the ICT Support Services Department on authorisation from the College Senior Management Team or Head of Marketing and Communications.

## 5.0 Wireless Access Policy

### Introduction

New College Lanarkshire provides Wireless Networking facilities throughout all of its campuses to compliment the hardwired structured cabling system. The service provides users with the convenience of wireless access to the College network systems and the Internet depending on the type of device and purpose for access. This Wireless Access Policy is an integral part of the College ICT Policy Framework and provides details on the rules governing access to the wireless network and the conduct expected from users of the service.

### Wireless Networks

New College Lanarkshire maintains three distinctly separate Wireless Networks; NCL Secure, NCL-MOB and NCL-WiFi.

The NCL Secure wireless network provides access to the main College network systems and the Internet. It is intended to be used by individuals using ICT equipment such as laptop devices which are owned by the College.

Similarly, the NCL-MOB wireless network provides access to the main College network systems and the Internet. It is intended to be used by individuals using College mobile phones which have been configured in accordance with the College Mobile Device Policy.

The NCL-WiFi wireless network is available for use by individuals using their own personal ICT equipment and provides Internet access only. For security reasons the majority of College network systems cannot be accessed from the NCL-WiFi wireless network. Access to Office 365, Moodle, Intranet and the College Website are available to users of this network.

Please note that individuals connecting, or attempting to connect, personally-owned equipment to the College wireless network do so at their own risk. The College does not accept responsibility for any loss or damage that may occur through the use of its Wireless Network facilities.

Users should note that all Internet access is monitored and that the terms of the College ICT Policy Framework apply to all users of the College Wireless Networks, even if they have connected using their own personally-owned devices. Access to the College Wireless Networks is a privilege, not a right, and is subject to the following conditions:

- Access to the NCL Secure & NCL-MOB wireless networks by individuals using their own personal ICT equipment is strictly prohibited. This condition applies equally to staff as well as learners and other users.
- All Wireless Access Points (APs) are administered and controlled by New College Lanarkshire ICT Support Services. Users are strictly prohibited from installing their own APs anywhere within the College campus without the expressed written permission of the Head of ICT. If any such 'rogue' APs are discovered, the ICT Support Services team reserves the right to render them inoperable and will not accept responsibility for any loss or damages incurred.

- Users of the NCL-WiFi Wireless network have a responsibility to ensure they are running up-to-date anti-virus software and that the device's operating system software is fully patched with the latest service packs, security updates and hot-fixes.
- The active scanning of wireless data streams or the promiscuous capture of data, for whatever reason, is strictly prohibited.
- Attempts to bypass the Wireless Network Security systems or to gain a higher level of privilege are strictly prohibited.
- College ICT Support Services will provide assistance to users wishing to connect to the NCL-WiFi network using their own device on a 'best efforts' basis. The College can offer no guarantee of being able to successfully connect each and every user device.
- The use of the College Wireless network facilities for downloading or streaming MP3 music files, videos and other similar peer-to-peer file sharing activities is strictly prohibited.

Due to the nature of wireless technology the College cannot guarantee the security or privacy of any data transmitted over the Wireless Networks.

Any attempt to violate the provisions of this Policy, regardless of the success or otherwise of the attempt, may result in disciplinary action or other sanctions. This may range from a reprimand, exclusion from the system or other penalties afforded under College Policies. Disciplinary action in relation to staff will be carried out within the terms of the College Disciplinary Policy and Procedure.

## **6.0 Cloud Storage Policy**

### **Introduction**

New College Lanarkshire provides staff and learners with access to cloud based storage facilities via the OneDrive component of Microsoft Office 365. This section details the College's policy on the use of Microsoft OneDrive and cloud storage in general.

### **Policy Statement**

Only the College provided cloud storage facilities should be used to store work related files and documents. Staff should not use personal accounts, on file hosting services such as Dropbox, Google Drive or Apple iCloud, to store work related information.

As Microsoft do not guarantee their ability to backup and restore data stored on OneDrive, business critical files and documents should not be on OneDrive without copies also being kept on College ICT storage facilities such as the individual's home drive (H:) or the department shared area (S:). Learners are responsible for making suitable backup arrangements for their own files and data.

The OneDrive cloud storage service should not be used to store sensitive personal information, as defined in the Data Protection Act 1998, of staff or learners.

## **7.0 Mobile Device Policy**

### **Introduction**

New College Lanarkshire may provide electronic mobile devices for staff use when there is a clear and justifiable business case for doing so. This policy expresses the College view on the use of Mobile Devices and is an integral part of the ICT Policy Framework. For the purposes of clarity mobile devices are defined as; mobile phones; smart phones, tablets, laptops and Microsoft Surface devices. Users may only connect to the College's ICT network and systems when using mobile devices which are owned and supplied by the College. Access using personal equipment is not permitted, although users may access the Internet by connecting to the NCL-WiFi wireless network.

### **Responsibilities of Mobile Device Users**

Individual members of staff have the responsibility for managing and protecting their mobile device and the data contained on it from accidental loss, damage or theft. In the event that the device is lost or stolen users must inform the ICT Support Helpdesk (ext. 2258) as soon as is practicable. For mobile phones, ICT Support Services will contact the mobile service provider to ensure the SIM card is blocked.

Sensitive personal information, as defined in the Data Protection Act 1998, should not be stored on College mobile devices.

As a minimum all mobile devices should be protected with a unique security PIN number or password. In addition all mobile phones and smart phones should be setup with forced encryption and the capability to be erased remotely.

### **Mobile Phone Usage**

A reasonable level of personal use is permitted provided the facilities are not abused or overused. Staff should be aware that the individual mobile phone monthly bills are monitored. Staff may be asked to make a financial contribution where excessive use is non-business related. In the event of continued excessive usage, the mobile device and service may be withdrawn.

### **Safe Use of Mobile Devices**

Mobile devices should be used in a safe manner and it is the responsibility of the individual member of staff to ensure that the device is used in compliance with applicable laws. Mobile devices should not be used whilst driving.

## **8.0 Telephone Policy**

### **Introduction**

New College Lanarkshire provides telephony services for use by staff in support of its business activities. A reasonable level of personal use is also permitted as long as this does not conflict with normal work routines. However, users should note that personal use is a privilege, not a right, and is dependent upon the facilities not being abused or overused. Staff should also note that use of the College telephone systems for personal commercial activity is not permitted under any circumstances.

### **Monitoring of the College Telephone System**

New College Lanarkshire reserves the right to monitor the volume, duration and destination of all incoming and outgoing telephone calls in support of the business interests of the College and to investigate complaints.

The software system used allows a full analysis by individual extension number, of the telephone number called (or being called) and the date, time and duration of each call. Access to this data is controlled by the ICT Support Services department and written authorisation from a member of the Senior Management Team is required before the information can be accessed for investigatory purposes. It should be noted that the College has no interest in recording the content of specific individual telephone conversations.

Staff should be aware that there may be a requirement to check an individual's voicemail messages if they are absent, particularly if the absence is unexpected. Written approval for access to an individual's voicemail must be given by a member of the Senior Management team before this takes place.

## **9.0 Door Access System Data Monitoring Policy**

Access throughout the College's Motherwell and Coatbridge campuses is controlled by a proximity card door access system. This is a centrally managed and controlled system which is capable of recording the date and time each door is opened, locked or unlocked and the identity of the individual card which carried out the action. It should be noted that the system has been deployed solely for the purposes of securing and protecting the College's assets and it is not intended to be used to monitor or track the movements of individual card holders. The data collected by the system is not routinely monitored and will only be used to investigate specific instances where College assets have been damaged, stolen or left unsecured. Access to the data is controlled by the Head of Information Systems and Development and requires written authorisation from a member of the Senior Management Team.