

<b>West Neighbourhood House</b>	
Policy Title:	<b>Use of Information Technology Policy</b>
Approved by:	Management
Approval date:	March 2008
Revision dates:	April 2012 / November 2016 / May 2020 / April 2026

## **Policy Statement**

West Neighbourhood House provides a wide array of computing and networking resources to its employees, volunteers and participants. These resources are intended primarily to assist the organization in achieving its Mission, Vision and Values.

All computer hardware, software, data, platforms and files at West Neighbourhood House belong to the organization and may be monitored. Use of these resources and equipment implies consent to this policy and agreement to comply with all other applicable West Neighbourhood House policies and relevant regulations.

West Neighbourhood House will monitor and enforce compliance of this policy and ensure that the organization is and remains compliant with all relevant legislation. Non-compliance may result in restriction of access to West Neighbourhood House information technology resources and/or disciplinary action.

This policy is to be read in conjunction with subject to all other applicable West Neighbourhood House policies, including but not limited to: [Code of Conduct](#), [Confidentiality](#), [Privacy](#), [Respectful Workplace](#), and [Workplace Harassment](#).

## **Applicability**

- All Staff
- Program Participants, Clients, Members
- Volunteers
- Student Placements
- Community groups who utilize West Neighbourhood House space
- Contractors

## **Definition**

Confidential Information - Any information about an identifiable individual staff, participant, volunteer, or donor that is collected or disclosed to West Neighbourhood House. It excludes a person's name and West Neighbourhood House contact information unless it is attached to other Confidential Information

## **General Principles**

### **Responsible Use of Information Technology Resources**

- All users of West Neighbourhood House's information technology resources must take responsibility for, and accept the duty to, actively protect information technology assets, including software, hardware and other information resources. This includes taking responsibility to be aware of, and adhere to, all relevant legislation, policies (e.g. Privacy Policy, PHIPA), and standards. Improper usage can jeopardize the confidentiality, integrity and accessibility of West Neighbourhood House information technology assets, and may compromise personal information protection, security or service quality.

### **Appropriate use of Information Technology**

1. Users of West Neighbourhood House information technology resources must:
  - Always be aware of the organization's Vision, Mission and Values and not jeopardize these in any way through information sent from/stored on the organization's information technology resources.
  - Comply with all relevant laws, regulations, policies and standards, that governs computer and internet use. This includes any actions that violate external rules regulations and codes of conduct.
  - Adhere to licensing agreements for all software used and respect copyright and other intellectual property rights in relation to both programs and data.
  - Safeguard information assets by ensuring passwords and other types of authorization are kept confidential and secure.
  - Follow West Neighbourhood House Information Security Policies and remain vigilant against computer viruses, phishing emails and other technology-related risks to prevent their activation and dissemination.
2. Electronic communication should follow the same standards as other forms of communication. All electronic mail should be composed using respectful language and avoid disrespectful, inflammatory, harassing or otherwise unacceptable content. Please refer to the [Workplace Harassment Policy](#) and the [Respectful Workplace Policy](#) for further information.
3. Protection of privacy is fundamental at West Neighbourhood House; however, the organization cannot guarantee the confidentiality of all electronic information.

### **Prohibited Use of Information Technology**

1. Electronic communication must not be used to promote discrimination based on race, religion, national origin, disability, sexual orientation, age, marital status, gender, political affiliation or any other prohibited grounds.

2. Accessing pornographic or hate literature of any kind is strictly prohibited on all West Neighbourhood House computer hardware, software, data, platforms and files.
3. For staff, volunteer, student and contractors, use of electronic communication and/or network connections for personal or non-work-related business is expected to be kept to a minimum and used only during unpaid times (for example, before or after work or during lunch times).
4. Users are prohibited from accessing Internet sites that might harm West Neighbourhood House's reputation, such as those that carry offensive material.
5. Users are prohibited from electronically transmitting offensive information, distributing hoaxes, advertisements, sending rude, obscene or harassing messages.
6. Using information technology resources of West Neighbourhood House is prohibited for fundraising or commercial solicitation (unless approved by management); or for conducting or pursuing personal business interests or the interests of another organization.

### **Data Security**

Users must take all necessary precautions to prevent unauthorized access to Confidential Information.

1. Users must not send, upload, or remove Confidential Information onto portable media devices or otherwise transfer to a non-West Neighbourhood House system except where explicitly authorized to do so in performance of their regular duties.
2. Users who are provided with computer equipment from West Neighbourhood House are responsible for the care and safeguarding of the equipment as well as the security of all information stored on it or access remotely from other West Neighbourhood House systems.
3. All workstations, including desktop computers and laptops, must be secured and protected by passwords. Workstations should be "locked" when idle after the duration period specified by management or whenever they are unattended.

## **Acknowledgement of Policy**

I acknowledge that I have received and read the Use of Information Technology Policy and have had it explained to me.

I understand that it is my responsibility to abide by this policy and related policies of West Neighbourhood House.

Date: \_\_\_\_\_

Name of Employee/Volunteer/Participant: \_\_\_\_\_

Signature: \_\_\_\_\_