

Policy Group:
Employees/Members

Provision of IT Equipment & Acceptable Use

RESPONSIBLE COMMITTEE: P&F

This is a policy/procedure document of Saltash
Town Council to be followed by both Town
Councillors and Employees.

Current Document Status			
Version	2024/25	Approved by	ATM
Date	02.05.2024	Responsible Officer	AJT
Minute no.	64/24/25a(5)	Next review date	Annual or as required

Version History					
Date	Version	Author/ editor	Committee/ date	Minute no.	Notes
03/2021	1	AJT	P&F 09.03.2021	173/20/21d	New policy
05/2022	1/2022	AJT	ATM 05.05.2022	54/22/23b(xvi)	Readopted
06/2022	2/2022	AJT	FTC 04.08.2022	151/22/23a(g)	Amendments re devices provided to Councillors
05/2023	1/2023	AJT	ATM 04.05.2023	65/23/24a(vii)	Readopted
02.2024	2024 DRAFT	SB	P&F 27.02.2024	156/23/24a(7)	Reviewed for recommendation to FTC 03.2024
03.2024	2024	SB	FTC 07.03.2024	367/24/25c	Recommendation from P&F. Approved.
05.2024	2024	SB	ATM 02.05.2024	64/24/25a(5)	Readopted

Document Retention Period
Until superseded

Provision of IT and Acceptable IT Usage Policy

This policy should be read in conjunction with the following:

Information and Data Protection Policy

Management of Transferable Data Policy

UK GDPR and Freedom of Information Act 2000

Data Protection Act 2018

Computer Misuse Act 1990

Members of staff should also refer to the Employee Handbook

Equality and Diversity Policy

Context:

Saltash Town Council provides IT equipment to both staff and Town Councillors to enable them to carry out their duties effectively in Town Council buildings and when working from home or in the community.

This policy is in two parts – the provision of IT equipment and the individual's responsibilities when using IT.

Scope:

This policy sets out the correct, appropriate and expected use **and care** of Saltash Town Council computing and networking facilities, to ensure safe and reliable operation.

This extends to all IT facilities including software, hardware, staff computers, Town Councillors devices, telephones (mobile and internal) provided and maintained by Saltash Town Council.

Commented [DJ1]: Scope to include care of equipment

1. Provision of IT Equipment

Virus detection is installed and managed centrally by the IT Consultant. Individuals must not remove or disable anti-virus software or attempt to remove virus infected files. These should be immediately referred to the IT Consultant via the helpdesk.

1.1. Employees

All employees are issued with appropriate IT equipment on commencement of employment with the Town Council. This may include a laptop, mobile phone, use of a computer in a council building, memory devices (e.g. USB) according to the requirements of the role.

A unique email account, user ID and password are also issued. ~~with an authentication device if appropriate~~. Access levels to systems and information will be authorised appropriate to the users' job role.

Employees that work remotely must ~~download the Duo Mobile App~~ ~~enable a two-factor authentication application (Duo Mobile) on their Town Council / personal mobile~~ to access a secure connection when working remotely. Any associated cost is covered by the employer not the employee.

Saltash Town Council has adopted the use of a Mobile Device Management (MDM) System to streamline the usage of Town Council issued mobile devices to protect the data of the user and the Town Council. Employees issued with a work phone should ensure it is always switched on during working hours.

Upon termination of contract all Town Council owned property must be returned. The Line Manager will ensure all authorised access is promptly removed.

Commented [DJ2]: No longer issue authentication device - employees use personal phones which has been added further on in the policy.

Commented [DJ3]: As stated above - brought in line with current practice

1.2. Town Councillors

On joining the Town Council, Town Councillors will be offered a device for business use only. The device will run a supported operating system, with the capability for joining virtual meetings and accessing Town Council emails and information, on long term loan for the length of their tenure as a Town Councillor.

The device will be procured by the Town Council and will be preloaded with software which will be licensed and managed by the Town Council IT Consultant. The specification of the device will ensure that it remains fit for purpose for the four-year term of the Town Council.

The Town Council will provide all Town Councillors with a unique email address, user ID and password with access to selected areas of the IT system.

On cessation of service as a Town Councillor the tablet/laptop/device must immediately be returned to the Town Council and all access rights will be rescinded.

1.3. Loss/Damage

1.3 Responsibility for Loss or Damaged Equipment:

1.1.1. Employees

~~Employees have a responsibility to take reasonable care of any device they are allocated, particularly when taking off site. Any loss or damage should be immediately reported to their Line Manager.~~

1.3.1 Employee Responsibility:

- Employees are expected to take reasonable care of the equipment assigned to them;
- Any loss or damage to Town Council equipment must be reported immediately to the Line Manager;

Commented [LW4]: I've revised the previous paragraph by bullet-pointing the first two sentences individually and adding an extra section regarding repair or replacement costs, including a caveat for STC concerning potential costs / charges incurred.

Commented [LW5R4]: Added bullet point re: recycling

- At the end of the device's lifecycle, all data will be securely erased, and the device will be recycled;
- Employees will be responsible for the repair / replacement of Town Council equipment if the damage or loss is due to negligence, misuse, or failure to follow proper handling and maintenance guidelines.
- In the event of loss or damage Saltash Town Council reserves the right to cover only part or none of the costs for damage or repairs. Please refer to **Appendix B** for the process for reporting loss or damage.

Councillors

~~The Town Council will insure devices loaned to Councillors. It is accepted that these devices will be taken off site and Councillors have a responsibility to take reasonable care of the device. Any loss or damage should be immediately reported to the Assistant Town Clerk. Where a device has to be sent for repair it may be possible to provide a loan device, but this cannot be guaranteed.~~

~~At the end of life of the devices it will be securely wiped of all data and recycled. donated to a suitable organisation for distribution to children/young people without access to IT for home study.~~

1.3.2 Town **Councillor Responsibility:**

- Town Councillors are expected to take reasonable care of the equipment assigned to them.
- Any loss or damage to Saltash Town Council equipment must be reported immediately to the Town Clerk or in their absence the Office Manager / Assistant to the Town Clerk.
- At the end of the device's lifecycle, all data will be securely erased, and the device will be recycled.
- Town Councillors will be responsible for repair or replacement costs if the damage or loss is due to negligence, misuse, or failure to follow proper handling and maintenance guidelines.

Commented [LW6]: I've revised the previous paragraph by bullet-pointing the first 3 sentences individually and adding an extra section regarding repair or replacement costs, including a caveat for STC concerning potential costs / charges incurred.

Commented [LW7R6]: Added bullet point re: recycling

- In the event of loss or damage Saltash Town Council reserves the right to cover only part or none of the costs for damage or repairs. Please refer to **Appendix B** for the process for reporting loss or damage.

1.3.3 Consequences for Non-Compliance:

- Employees who fail to report damage, misuse, or loss of equipment in a timely manner may be subject to disciplinary action.
- In cases of repeated negligence or intentional damage, Saltash Town Council may seek to recover the costs of repair or replacement.

Commented [LW8]: included an additional section to ensure responsibilities can be effectively managed and held accountable.

2. Acceptable IT usage and user responsibilities

2.1. All authorised users of Saltash Town Council computing facilities and network must ensure that:

- Any breaches or suspected security incidents concerning the Town Council network or computing facilities must be reported immediately.¹
- Passwords, PINs or any other unique authentication credentials should not be disclosed to anyone under any circumstances.
- Passwords, PINs or any other unique authentication credentials should not be written down anywhere.
- You should change your password immediately if you believe it may have been compromised.
- Always 'screen lock' any device when leaving it unattended.
- Never attempt to perform any unauthorised changes to STC IT systems.
- All data held on STC systems may be subject to Freedom of Information or Subject Access Requests. For this reason, personal use of STC computing and network facilities cannot be deemed to be private.

¹ Data breaches – Senior Policy & Data Compliance Monitoring Officer
Security breaches – IT Consultant + Office Manager / Assistant to the Town Clerk

- Do not use or attempt to use another individual's account.
- Never exceed the limits of your authorisation or specific business need by attempting to access systems or information that you do not need in order to carry out your role. A deliberate and intentional attempt to access unauthorised resources breaches the Computer Misuse Act 1990.
- If you believe you have mistakenly been granted access to IT systems, information or resources which are not appropriate or authorised by you, this should be immediately reported as a possible incident. Under no circumstances should you attempt to further access the information/resources.
- Do not facilitate or attempt to facilitate access for anyone who is not authorised to access specific information or systems.
- Never copy, store or transfer data or software owned by STC to any unmanaged device without the explicit written consent of the asset owner.
- Your login ID identifies you as an individual and holds you directly accountable for all actions which take place under your credentials. A logged in session should not be shared with anyone else.

2.2. Working off site

- Equipment and media taken off site must not be left unattended in public places and not left in sight in a car.
- Information must be protected against loss or compromise when working remotely.
- Particular care should be taken with the use of mobile devices such as mobile phones, laptops and tablets.

2.3. Internet, Teams and Email Conditions of Use

Use of STC internet, Teams and email is intended for business use. Personal use is not permitted and all individuals are accountable for their actions on the internet, Teams and email systems.

Employees: Emails must not be opened on a non STC device. Any employee who opens STC emails or data on a personal device unless they have prior and exceptional written permission from their line manager may be subject to disciplinary action.

Individuals must not:

- Use the internet, Teams or email for purposes of harassment or abuse.
- Use profanity, obscenities or derogatory remarks in communications.
- Access, download, send or receive any data (including images), which STC considers offensive in any way, including sexually explicit, discriminatory, defamatory or libellous material.
- Use the internet, Teams or email to make personal gains or conduct a personal business.
- Use the internet or email to gamble.
- Use the emails systems in a way that could affect its reliability or effectiveness, for example distributing chain letters or spam.
- Place any information on the Internet that relates to STC, alter any information about it, or express any opinion about STC, unless they are specifically authorised to do this.
- Send unprotected sensitive or confidential information externally.
- Forward STC mail to personal (non-STC) email accounts.
- Make official commitments through the internet, Teams or email on behalf of STC unless authorised to do so.
- Download copyrighted material such as music media (MP3) files, film and video files (not an exhaustive list) without appropriate approval.
- In any way infringe any copyright, database rights, trademarks or other intellectual property.
- Download any software from the internet without prior approval of the IT Consultant.

2.4. Devices issued to Town Councillors

Devices issued to Town Councillors are for the sole use of that Town Councillor and for business use only. The device must not be shared with other family members or loaned to other individuals.

Personal email accounts must not be used on the device.

All data on the device may be subject to release under the Freedom of Information Act 2000 and UK GDPR. It is the responsibility of the registered user of the device to ensure that personal data is only processed, collected or retained on the device within the guidance laid out in the Information and Data Protection Policy.

Where requested, the device should immediately be returned to the Town Council.

Please see **Appendix A** for Town Councillors IT Equipment Collection / Return Form

Appendix A

IT Equipment Collection Form

Name:	Position:
Device:	Model:
Asset Number:	Serial Number:
Condition: • New • Very Good • Good • Satisfactory	Accessories: • Wireless mouse • Laptop case • Charging lead
Details of any concerns with condition:	
Signatory:	
Date:	
Received By:	
Signature of Receiver:	
Date:	

I have read and agree to abide by the Provision of IT and Acceptable Use Policy.

I acknowledge that this device is the property of Saltash Town Council and should be returned immediately if I cease to be a Town Councillor.

I understand that any data on this device may be subject to release under the Freedom of Information Act 2000 and is subject to UK GDPR.

I acknowledge that I am responsible for repair or replacement costs if the damage or loss is due to negligence, misuse, or failure to follow proper handling and maintenance guidelines.

Saltash Town Council reserves the discretion to determine whether misuse, loss, or damage has occurred and retains the right to cover only a portion or none of the costs for repairing or replacing Saltash Town Council property in such cases.

In the event of loss or damage please report to the Office Manager / Assistant to the Town Clerk.

IT Equipment Return Form

Name:	Position:
Device:	Model:
Asset Number:	Serial Number:
Condition: • Excellent • Good • Fair • Poor • Damaged	Accessories: • Wireless mouse • Laptop case • Charging lead
If condition is poor / damaged please provide further information:	
Signatory:	
Date:	
Issued By:	
Signature of Issuer:	
Date:	

The Town Council reserves the discretion to determine whether misuse, loss, or damage has occurred and retains the right to cover only a portion or none of the costs for repairing or replacing Saltash Town Council property in such cases.

Appendix B

IT Equipment Incident Report Form

If Town Council equipment is lost, damaged or stolen please complete this form and return to the Office Manager / Assistant to the Town Clerk.

Information – To be completed by the Employee / Town Councillor

Name:
Department:
Position:

Incident Details

Date of Incident:
Time of Incident (if known):
Location of Incident:
Type of Equipment (Laptop, Phone, Tablet, etc.):
Asset Tag/Serial Number (if applicable):
Equipment Description (Brand, Model, Accessories, etc.):
Description of Incident: (Provide a brief explanation of how the incident occurred, including any relevant details such as witnesses, circumstances, or evidence.)

Action Taken

Was the incident reported to the police? ☐ Yes ☐ No If yes, provide the police report reference number:
Have IT been notified? ☐ Yes ☐ No
Any additional steps taken:

Employee / Town Councillor Acknowledgement

I confirm that the information provided is accurate to the best of my knowledge.

Signature:

Date:

For Office Use Only

Report Received By:

Date Received:

Action Taken:

Further Investigation Required: ☐ Yes ☐ No

Replacement/Recovery Plan: