



**THE CORPORATION OF THE  
TOWNSHIP OF MATACHEWAN**

**Responsible Computing Policy**

**1. POLICY STATEMENT AND PURPOSE:**

- 1.1 The Township of Matachewan provides employees, elected officials and other organizations and individuals with access to Computer and Network Services, including Internet use and email, to be used for legitimate business purposes in serving the interests of the Town. These technologies are valuable tools that enable Authorized Users to effectively carry out the Town's business. As such, they must be used in a responsible and appropriate manner.
- 1.2 This Policy outlines the Town's expectations regarding the use of these Computer and Network Services and sets clear parameters for Authorized Users to ensure clarity surrounding the use of this corporate resource. The use of this corporate resource is not a right but a privilege and is subject to the terms of this Policy. Prior to the use of the Town's Computer and Network Services, all Authorized Users are required to read this Policy and electronically acknowledge their agreement to comply with it.
- 1.3 Authorized Users are expected to practice good judgment and to demonstrate a sense of responsibility and consideration of others when using the Town's Computer and Network Services. All work undertaken shall be performed in an ethical and lawful manner, demonstrating integrity and professionalism by all users.

**2. SCOPE:**

- 2.1 This Policy applies to all Authorized Users of the Town's Computer and Network Services.

**3. DEFINITIONS:**

- 3.1 "Authorized Users" includes all Town employees (including full-time, temporary, part-time, and contract employees, volunteers, students and interns), elected officials and other authorized organizations or individuals.
- 3.2 "Computer and Network Services" means all:



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(i) computer software, data processing, hardware and equipment owned and/or leased by the Town, including desktop, laptop, tablet, notebook, server or handheld computers (such as BlackBerry or other PDA), telephones, including IP, cellular or traditional phones, scanners, printers and fax machines and peripheral devices and removable media associated with the computer (such as USB memory sticks, CDs, etc); and

(ii) transmission methods and services employed by the Town's computer hardware and equipment, including wired, wireless and cellular networks, whether accessed from within the Town's premises or elsewhere.

- 3.3 **"Non-public Information"** means information that is exempt or is potentially exempt from disclosure under the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 or the *Personal Health Information Protection Act*, 2004, S.O. 2004, c. 3, Schedule A, or that is otherwise deemed confidential.

### **4. ACCESS:**

- 4.1 Authorized Users have access to the Town's Computer and Network Services.
- 4.2 Access to these Computer and Network Services enables Authorized Users to conduct Town business, to perform assigned duties, to research and obtain information relevant to Town business and to provide information to residents, businesses and business prospects of the Township of Matachewan.

### **5. TOWN PROPERTY:**

- 5.1 All files and electronic communications, including email, Internet and web content systems, created on, generated by or transmitted through the Town's Computer and Network Services are deemed to be the property of the Township of Matachewan.

### **6. MONITORING:**

- 6.1 All Authorized Users should be aware that the Town's Computers and Network Services create activity records, including but not limited to, every Internet site visited and every message sent.
- 6.2 While the Township of Matachewan respects the privacy of Authorized Users, it still reserves the right to monitor use of its Computer and Network Services, including any email labeled "private". Authorized Users should be aware that they have no



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right of ownership or expectation of privacy with regards to their use of the Town's Computer and Network Services and use will be monitored for appropriateness and to assist in protecting and maintaining security. The Town reserves the right to take action, including accessing any files, information and equipment, without notice.

**7. USAGE:**

- 7.1 The Town's Computer and Network Services, including Internet and email systems, are corporate resources. The primary use of the Computer and Network Services is for business purposes.
- 7.2 Limited, occasional or incidental use of the Computer and Network Services for personal activities is acceptable, provided the privilege is not abused. Personal uses involving substantial expenditures of time, uses for profit or uses that would otherwise violate any Town policy are not permitted. Any inappropriate, excessive or abusive usage may result in an Authorized User's access privileges being limited or revoked, and Town employees may also be subject to disciplinary measures up to and including dismissal.
- 7.3 The Town reserves the right to filter and quarantine both inbound and outbound electronic content, including but not limited to email and web content, in order to ensure the availability, reliability and security of the Computer and Network Services.
- 7.4 The Town retains the right to report any illegal violations to the appropriate authorities.
- 7.5 The Town's existing corporate and human resources policies, including "Code of Conduct", and "Harassment", also apply to conduct while using the Town's Computer and Network Services.
- 7.6 Authorized Users are expected to adhere to the following:
  - 7.6.1 Authorized Users shall not distribute outside of the Town's internal network any Non-public Information, unless such distribution has been properly authorized and, where necessary, properly protected (e.g., encrypted, password-protected).
  - 7.6.2 Authorized Users shall conduct email messaging in the same manner as they would other business correspondence, being mindful of the fact that email transmissions over the Internet are not secure and may be intercepted, and that email is subject to



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the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*. Authorized Users are responsible for all email sent from their individual user name and should take appropriate precautions to ensure that their password is changed regularly and is not shared with anyone, except within the terms of this Policy.

- 7.6.3 Authorized Users shall not, in any way, attempt to access confidential information to which they have not been previously granted access.
- 7.7 Social networking sites such as Facebook and MySpace are recognized as useful tools for communicating and collaborating with the public in appropriate circumstances. Authorized Users should use these sites only for Town business purposes as approved by the Authorized User's management. Personal use of these types of media are prohibited.
- 7.8 Authorized Users must comply with copyright and licensing restrictions on any information which has been downloaded. Material which is viewed, copied, scanned, downloaded or saved from the Internet should be primarily related to Town business.
- 7.9 Authorized Users must abide by vendor license agreements. Use of applications and/or data is subject to the vendor's license agreement and may not be reproduced in any form without permission from the vendor.
- 7.10 Authorized Users must protect proprietary information, including computer software and documentation belonging to the Town, its customers, or vendors, in accordance with contractual restrictions and Town policies.
- 7.11 Any acquisition of goods or services must be in accordance with the Town's Purchasing Policy.
- 7.12 Authorized Users may not offer goods or services over the Internet or on the Town's network for personal use, nor may they send "for sale or wanted to buy" messages on the Internet or by email.
- 7.13 Authorized Users are obliged to follow security and data practices provided by the CAO to protect Town information.
- 7.14 Authorized Users are required to report any damage to or loss of Town property covered by this Policy to the CAO immediately. The Town is not responsible for any misuse of the Computer and Network Services. Persons found to be misusing the



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Town's resources will be responsible for any costs or damages sustained by the Town or a third party, and will be obligated to indemnify the Town for any claims against the Town.

7.15 Acceptable and appropriate usage includes, but is not limited to the following list:

7.15.1 Participating in professional, work-related research.

7.15.2 Distributing work-related correspondence, minutes, agendas and reports.

7.15.3 Responding to public inquiries.

7.15.4 Accessing work-related distance learning opportunities.

7.15.5 Creating work-related information resources.

7.15.6 Participating in work-related mailing lists or forums.

7.15.7 Communicating with staff, elected officials, and appropriate outside bodies such as other levels of government, businesses, Town partners, citizen groups and residents.

7.16 Unacceptable and inappropriate usage includes, but is not limited to, the following list. The only exception is in the performance of work-related matters et al as approved by the Town's CAO:

7.16.1 Accessing sites or transmitting material which violates any Canadian federal or provincial law or Town by-law or directive, such as defamatory, discriminatory or obscene material or sites which, in the opinion of management, are inappropriate.

7.16.2 Accessing, displaying or storing email messages, graphics or images on the Town's Computer and Network Services that are obscene, harassing or fraudulent or that are offensive and conducive to a poisoned work environment. (Inadvertently accessing an inappropriate site or receiving an email with an unacceptable attachment will not be considered a violation of this Policy. Printing, scanning, saving or forwarding inappropriate material, except as properly authorized, shall be considered a violation of this Policy.)

7.16.3 Distributing to members of the public, Non-public Information such as draft reports, confidential information or information without proper authorization and, where necessary, proper protection.



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- 7.16.4 Downloading files or introducing removable media to Town computers without virus scanning with an approved and up-to-date virus scanner. Authorized Users are responsible for ensuring that their virus scanning software is up-to-date.
- 7.16.5 Installing and using software banned for security reasons, including but not limited to: Kazaa, Morpheus, LimeWire, Donkey 2000, Bear Share, Gnutella, Nutella, iMesh, Blubster, and Instant Messaging applications such as AIM (AOL Instant Messenger), ICQ, NET, MSN or Windows Messenger, Yahoo Messenger Services.
- 7.16.6 Downloading or storing on the Town's network servers any nonwork-related photo, music or video files.
- 7.16.7 Sending chain letters, junk mail or broadcast transmissions (i.e., sending a single message to a large number of individual email addresses) unless approved by the Authorized User's management.
- 7.16.8 Using the Internet to access personal email accounts, including those provided by your personal Internet Service Provider (e.g. Rogers, Cogeco, Sympatico, etc) and web-based email systems ( e.g. Hotmail, Yahoo, gMail, etc.) from within the Town's network. Note that this restriction refers to logging on and opening mailboxes in these email systems (see 7.16). Authorized Users may use the Town's email system to correspond with users of any type of email system.
- 7.16.9 Participating in Internet chat groups or mailing lists that are not work-related.
- 7.16.10 Storing games, game-related data or personal web site material on any Town network server.
- 7.16.11 Sending anonymous messages or accessing the Internet under another person's network identification.
- 7.16.12 Allowing others who are not Authorized Users to access and utilize the Town's Computer and Network Services.
- 7.16.13 Sharing Town accounts or passwords with any other person, except as authorized by the CAO
- 7.16.14 Making unauthorized copies of copyrighted software. It is the responsibility of individual departments to ensure they obtain the appropriate software licensing



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and the responsibility of Authorized Users to obtain appropriate licensing for home computers.

- 7.16.15 Changing the configuration of the Town's Computer and Network Services without authorization from the CAO.
- 7.16.16 Circumventing Town computer security measures, attempting to gain access to a Town system for which proper authorization has not been given, probing the security at any computer site or accessing sites or tools dedicated to computer/network hacking.
- 7.16.17 Connecting unauthorized devices (including personal or vendor laptops) to the Town's network without obtaining prior approval from the appropriate management.
- 7.16.18 Leaving Town computers logged on or unlocked when leaving the workplace for any extended period.

**8. AUDITING:**

- 8.1 Where there are reasonable grounds to suspect that an Authorized User has abused or contravened this Policy, an audit of the Authorized User's usage may be undertaken, with or without notice to the Authorized User.
- 8.2 Usage audits of Town employees may be requested by a member of the Town's Senior Management Team. The audit will be conducted by the CAO.
- 8.3 Usage audits of elected officials or their staff may be requested by Council. Records required for the audit will be collected by the CAO and provided to the auditing body authorized by Council.
- 8.4 Usage audits of any Authorized User may be requested by law enforcement officials. In the event of such a request, records required for the audit will be collected by the CAO and provided to law enforcement as required by law or otherwise authorized by legislation.



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**9. COMPLIANCE:**

- 9.1 Failure to comply with this Policy may result in the Authorized User's access privileges being limited or revoked and Town employees may also be subject to disciplinary measures up to and including dismissal.

**RELEVANT LEGISLATION:**

- *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56
- *Human Rights Code*, R.S.O. 1990, c. H.19
- *Copyright Act*, R.S., 1985, c. C-42
- *Criminal Code of Canada*, R.S., 1985, c. C-46