



TOWN POLICY

ADMINISTRATION POLICY:

Internet Acceptable Use Policy

DEPARTMENT: Human Resources

POLICY NUMBER: HR-024

EFFECTIVE DATE: March 10, 2010

SUPERSEDES: Policy #I-30

UPDATED: August 12, 2024

UP FOR REVIEW: August 12, 2029

Policy Statement:

Appropriate use of Internet resources is integral to a wide array of municipal functions.

The purpose of this policy is to:

Define acceptable and unacceptable use of these resources, including setting parameters for personal and social media use in the workplace.

Definitions

- 1) Business information: information in any form created for the Town of Cardston to be used for carrying out its functions.
- 2) Internet: resources which include, but are not limited to, the World Wide Web, FTP (file transfer protocol) servers, the intranet, and the Town of Cardston domain names and IP addresses.
- 3) Social media: websites and applications that enable users to create and share content or to participate in social networking. Typical activities include sharing text, images, videos, and other media, as well as engage in real-time communication through comments, likes, shares, and direct messaging.

Scope

This policy applies to Internet access when using the Town of Cardston hardware, software, and facilities, and when using IP addresses and domain names registered to the Town of Cardston and acceptable use. The following users are covered by this policy:

- 1) Full-time and part-time employees of the Town of Cardston.
- 2) Contractors and temporary workers authorized to access the Internet.
- 3) Volunteers, interns, summer students, and other non-paid workers.





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Internet Accounts

- 1) Users of the Town of Cardston's network resources are required to read this Internet policy prior to receiving an Internet access account and password.
- 2) In the event that a Town of Cardston employee loses, forgets, or believes that their password has become compromised, the employee must inform the IT department immediately. The IT department shall confirm the user name, reset the password, and inform the employee of changes made, and the procedures for changing their password.
- 3) In the event that an employee terminates their employment with the Town of Cardston for any reason, Human Resources shall provide notification to the IT department immediately to ensure the removal of the former employee's access to the Town of Cardston email and internet resources. This is an important measure in protecting the safety and integrity of the Town of Cardston resources.

Acceptable Use

Employees of the Town of Cardston may use the Internet only to complete their job duties, under the purview of the Town of Cardston's business objectives. Permissible, acceptable, and appropriate Internet-related work activities include:

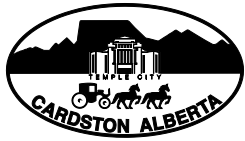
- 1) Researching, accumulating, and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours or overtime.
- 2) Collaborating and communicating with other employees, business partners, and customers of the Town of Cardston, according to the individual's assigned job duties and responsibilities.
- 3) Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulleting boards, Web seminars, etc.) as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of the Town of Cardston.
- 4) During personal time or working-from-home situations through the Town of Cardston's IT resources, retrieving non-job-related information to develop or enhance Internet-related skills, under the assumption that these skills will be used to improve the accomplishment of job-related work duties and responsibilities.

Unacceptable Use

Internet use at the Town of Cardston shall comply with all federal and provincial laws, and will not violate the Town of Cardston's other policies. Inappropriate and unacceptable Internet use includes, but is not limited to:

- 1) Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation, and plagiarism/copyright infringement.





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- 2) Any usage that conflicts with existing Town of Cardston policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with the Town of Cardston's mission, goals, and reputation.
- 3) Copying, destroying, and altering any data, documentation, or other information that belongs to the Town of Cardston or any other business entity without authorization.
- 4) Downloading unreasonably large files that may hinder network performance. All users shall use the Internet in such a way that they do not interfere with others' usage.
- 5) Accessing, downloading, or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography).
- 6) Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon the Town of Cardston.
- 7) Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
- 8) Engaging in any activity that could compromise the security of the Town of Cardston host servers or computers. Any and all passwords shall not be disclosed to, or shared with, other users.
- 9) Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.
- 10) Any individual Internet usage that violates any of the policies of the accessed information's source network.
- 11) Allowing unauthorized or third parties to access the Town of Cardston's network and resources.

Personal Use

This policy does allow room for limited and reasonable personal use of the Internet by authorized users. This privilege may be revoked at any time by the user's manager or the IT department.

This policy does not distinguish between Internet access performed during normal working hours and that performed on personal time (e.g. weekends, before/after working hours, and scheduled breaks). Any personal Internet usage conducted through the Town of Cardston's IT resources is covered by this policy, regardless of location or time of day.

Limited and reasonable personal use of Internet access is defined as any personally-conducted online activity or Web usage for purposes other than those listed in the Acceptable Use section of this policy. Personal use is limited to the following parameters, and shall not:

- 1) Have a negative impact on user productivity or efficiency.
- 2) Interfere with normal business operations.
- 3) Exceed reasonable time limits or duration.
- 4) Cause expense or network overhead to the Town of Cardston.





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- 5) Compromise the integrity and security of the Town of Cardston resources or assets.
- 6) Conflict with any of the Town of Cardston's existing policies whatsoever.

Security

All Internet users at the Town of Cardston must comply with the following security guidelines, rules, and regulations:

- 1) Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
- 2) Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private, and copyrighted.
- 3) Employees utilizing the Internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose the Town of Cardston information or intellectual capital to unauthorized third parties.

Monitoring & Filtering

The Town of Cardston reserves the right to monitor any Internet activity occurring on its hardware, software, equipment, and accounts. Specifically:

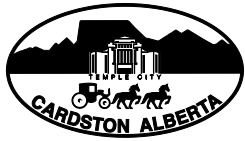
- 1) The Town of Cardston does utilize monitoring software for the purpose of enforcing acceptable use policies. Monitoring software blocks access to certain Web sites for which access is deemed to be a contravention of these policies.
- 2) The Town of Cardston does utilize filtering software to restrict access to Web sites deemed unsuitable for business use. Where the Town of Cardston discovers activities that conflict with the law or this policy, Internet usage records may be retrieved and used to document any wrongdoing.
- 3) Individuals using the Town of Cardston's hardware, software, equipment, and accounts to access the Internet are subject to having online activities reviewed by IT or security personnel. Use of the Town of Cardston's Internet resources implies the user's consent to Web monitoring for security purposes. All users covered by this policy should bear in mind that Internet sessions are likely not private.

Social Media

The abuse of personal internet use on social media using either the Town of Cardston owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.





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Business Use: The Town of Cardston encourages the use of social media to further the goals of the Town where appropriate. The Chief Administrative Officer (CAO) shall authorize staff members to engage in social media correspondence on behalf of the Town, and may require employees to receive training on appropriate use of social media.

The CAO has an overriding interest and expectation in deciding who may "speak" and what is "spoken" on behalf of the Town of Cardston on social media. The CAO may ask for approval of any posts prior to making the posting public, or may review any or all information sent out from the Town Office by Town employees.

Departments that use social media are responsible for complying with applicable federal and provincial laws, regulations, and policies. This includes adherence to established laws and policies regarding copyright, records retention, Freedom of Information Protection (FOIP), privacy laws and information security policies established by the Town of Cardston.

Topics that are not allowed to be discussed on social media include, but are not limited to any Council business discussed "in camera", and Council meeting information that is not yet public knowledge, confidential land or tax information, or any confidential human resource information.

Business Information

- 1) The Town of Cardston retains ownership rights to all business information, regardless of form or location.
- 2) Similarly, the Town of Cardston retains ownership rights to all forms of intellectual property created by employees while under the employ of the Town of Cardston, regardless of the time, intent or location of its creation.
- 3) In the event that an employee creates, stores or transmits business information on personally owned property (including, but not limited to: computers, mobile devices, memory cards, notebooks, paper, etc.), the business information will remain the express property of the Town of Cardston.
- 4) Employees shall not divulge, disclose, provide, or disseminate business information to any third party at any time, unless the Town of Cardston gives written authorization.
- 5) Furthermore, business information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for the Town of Cardston.

Town of Cardston Owned and Operated Property

All the Town of Cardston business is intended to be performed using the Town of Cardston owned and operated property, including computers, telephones, mobile devices, letter-head, note-books, etc.

Upon Retirement, Layoff or Termination: Upon retirement, layoff or termination of employment with the Town of Cardston, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to the Town of Cardston business in their possession





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including, but not limited to: all customer lists, physical property, documents, keys, electronic information storage media, manuals, letters, notes and reports.

In the event that a device containing Town of Cardston business information is password protected, the employee will be required to provide the correct username and password for the device.

Policy Non-Compliance

Any violation of this policy will be treated like violations of other Town of Cardston policies. Any and all misconduct will be addressed according to established procedures. Violations of this Internet Acceptable Use Policy may result in one or more of the following:

- 1) Temporary or permanent revoking of access to the Town of Cardston’s Internet resources and/or other IT resources.
- 2) Temporary or permanent revoking of the Town of Cardston devices.
- 3) Disciplinary action according to applicable Town of Cardston policies, up to and including suspension or termination of employment.
- 4) Legal action according to federal or provincial laws.

Disclaimer

The Town of Cardston does not accept responsibility for any loss or damage suffered by employees as a result of employees using the Town of Cardston’s Internet connection for personal use. The Town of Cardston is not responsible for the accuracy of information found on the Internet. Users are responsible for any material that they access, download, or share through the Internet. Any questions regarding the Internet Acceptable Use Policy should be directed to Employee’s immediate supervisor or management.

REVISION HISTORY

Date	Description
March 10, 2010	New Policy
September 12, 2017	Adopt as Admin Policy
August 12, 2024	Add definitions, Modernize some content (eg. social media)

APPROVAL: Jeff Shaw **DATE: August 14, 2024**

Chief Administrative Officer, Jeff Shaw *(signed copy kept in CAO policy binder)*

