EMAIL & INTERNET

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Contents

1. Purpose 3
2. Ownership 3
3. Statement of policy 3
4. Virus protection procedures 3
5. Use of computer equipment 3
6. E-mail and internet policy 3
7. Internet 3
8. Procedures – Acceptable/Unacceptable Use 4
9. E-mail 4
10. Monitoring 5
11. Use of social networking sites 5
12. Responsibilities 5
13. Risk Assessment 6
14. Premises 6
15. Reports 6
16. Policy Development 6
17. Review 6

1. Purpose

This policy is to be accepted and observed by all members, staff and volunteers within Four Pillars. Breaches of the policy may be regarded as gross misconduct.

2. Ownership

This is the Email and Internet Policy of Four Pillars. The ownership of this policy is to that of the Four Pillars board of trustees, who discharges its implementation to the management of Four Pillars. The management may discharge duties to a nominated member of staff or volunteer.

3. Statement of policy

Our policy is to provide guidance on use of emails and the internet to employees, volunteers and service users. We also accept responsibility for all other people who may be affected by our activities.

4. Virus protection procedures

4.1 In order to prevent the introduction of virus contamination into the software system the following must be observed:

4.1.1 Uunauthorised software including public domain software, USBs, external hard drives, CDs or internet downloads must not be used; and

4.1.2 All software must be virus checked using standard testing procedures before being used.

5. Use of computer equipment

5.1 In order to control the use of Four Pillars' computer equipment and reduce the risk of contamination the following will apply:

5.1.1 The introduction of new software must first of all be checked and authorised by the Chief Executive before general use will be permitted;

5.1.2 Only authorised staff should have access to the organisations computer equipment;

5.1.3 Only authorised software may be used on any of the organisations computer equipment;

5.1.4 Only software that is used for business applications may be used;

5.1.5 No software may be brought onto or taken from the organisations premises without prior authorisation;

5.1.5.1 Unauthorised access to the computer facility will result in disciplinary action; and

5.1.5.2 Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

6. E-mail and internet policy

6.1 The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and e-mail within the organisation.

6.2 The internet and e-mail systems have established themselves as an important communications facility within Four Pillars and have provided us with contact with professional and academic sources throughout the world.

6.3 Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

7. Internet

7.1 Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities.

7.2 Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the organisation name.
7.3 Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence.
7.4 The intellectual property right and copyright must not be compromised when publishing on the Internet.
7.5 The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive.
7.6 The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

8. Procedures – Acceptable/Unacceptable Use

8.1 Unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.
8.2 the internet system is available for legitimate business use and matters concerned directly with the job being done.
8.3 Employees using the internet system should give particular attention to the following points:
8.3.1 Comply with all of our internet standards;
8.3.2 Access during working hours should be for business use only;
8.3.3 Private use of the internet should be used outside of your normal working hours.
8.4 Four Pillars will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:
8.4.1 Accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;
8.4.2 Non-compliance of our social networking policy;
8.4.3 Connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material;
8.4.4 Engaging in computer hacking and other related activities, or attempting to disable or compromise security of information contained on the Company's computers.
8.5 You are reminded that such activities may constitute a criminal offence.

9. E-mail

9.1 The use of the e-mail system is encouraged as its appropriate use facilitates efficiency.
9.2 Used correctly it is a facility that is of assistance to employees.
9.3 Inappropriate use however causes many problems including distractions, time wasting and legal claims.
9.4 The procedure sets out Four Pillars' position on the correct use of the e-mail system.

9.5 Procedures - Authorised Use
9.5.1 Unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.
9.5.2 The e-mail system is available for communication and matters directly concerned with the legitimate business of Four Pillars.
9.6 Employees using the e-mail system should give particular attention to the following points:
9.6.1 All comply with Four Pillars communication standards;
9.6.2 E-mail messages and copies should only be sent to those for whom they are particularly relevant;
9.6.3 E-mail should not be used as a substitute for face-to-face communication or telephone contact.
9.6.4 Abusive e-mails must not be sent.
9.6.5 Hasty messages sent without proper consideration can cause upset, concern or

misunderstanding;

9.6.6 If the e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality.

9.6.7 Four Pillars will be liable for infringing copyright or any defamatory information that is circulated either within the organisation or to external users of the system; and

9.6.8 offers or contracts transmitted by e-mail are as legally binding on the organisation as those sent on paper.

9.6.9 Four Pillars will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

9.6.9.1 Any messages that could constitute bullying, harassment or other detriment;

9.6.9.2 Personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);

9.6.9.3 On-line gambling;

9.6.9.4 Accessing or transmitting pornography;

9.6.9.5 Transmitting copyright information and/or any software available to the user; or

9.6.9.6 Posting confidential information about other employees, the Company or its clients or suppliers.

10. Monitoring

10.1 We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements.

10.2 This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account.

10.3 Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

10.4 Monitoring your usage will mean processing your personal data.

10.5 You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

11. Use of social networking sites

11.1 Any work related issue or material that could identify an individual who is a service user or work colleague, which could adversely affect the organisation, a service user or our relationship with any service user must not be placed on a social networking site.

11.2 This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

11.3 For more information please read our social networking policy.

12. Responsibilities

Overall and final responsibility for Email and Internet Policy is shared collectively by the trustees.

The trustees delegate the responsibility of following this policy to the management team.

The management will:

- Arrange for the implementation of this policy in consultation with staff and volunteers
- Arrange for the adequate instruction and training of staff and volunteers in all matters related to this policy
- Arrange for the contents of this policy to be known to all staff and volunteers

The staff and volunteers of Four Pillars have a duty to:

- Follow this policy
- Co-operate with the management to ensure that the requirements of relevant statutory provisions are complied with
- Report potential or actual hazards as soon as possible

13. Risk Assessment

The trustees will ensure that all risk assessments are undertaken for any part of the charity's activities to which they are applicable, copies of these risk assessments are available upon written request.

14. Premises

The management team will ensure that all premises used by Four Pillars whether owned, leased or rented are:

- Health and safety compliant
- A full risk assessment has been completed
- Insurances are in place and displayed
- Fences are erect and secure at all times, if applicable
- Gates are manned at all times, if applicable
- Any potential danger is reported to the management

15. Reports

The delegated manager/person in charge at each event shall be responsible for making any necessary reports relating to this policy or ensuring that others make such reports.

16. Policy Development

The trustees shall endeavour to progressively develop the charity's policy on Email and Internet Policy in response to risks and hazards identified. Specific procedures and policies so developed shall be appended to this document and form part of the charity's statement on use of emails and the internet.

17. Review

The effectiveness of this policy will be reviewed annually by a member of the Four Pillars board of trustees. If appropriate, action will be taken as necessary to update this policy to ensure effective delivery on the objectives laid out at the start of this document.