



Charity No: 222458

c/o 2 Brookfield Cottages  
The Strand  
Lypstone  
Exmouth EX8 5ES

Email: [promoting.retreats@gmail.com](mailto:promoting.retreats@gmail.com)

Tel: (01395) 272243

## **Association for Promoting Retreats**

### **Internet, E-mail and Social Media Usage Policy and Guidelines**

#### **1. Introduction**

This policy sets out the obligations and expectations on employees of the Association for Promoting Retreats (APR), including contractors and temporary staff, who use the APR's IT facilities. IT facilities are provided to assist with day-to-day work. It is important that they are used responsibly, are not abused, and that individuals understand the legal professional and ethical obligations that apply to them.

#### **2. Authorisation**

No person is allowed to use APR IT facilities who has not previously been authorised to do so by the APR Chair. Unauthorised access to IT facilities is prohibited and may result in either disciplinary action or criminal prosecution.

#### **3. Legislation**

All users shall comply with the relevant legislation. This includes the following:

##### **3.1 Data Protection Act 1998 / the General Data Protection Regulations (GDPR)**

Any personal information on an individual which the APR holds is covered by this legislation. This includes emails too. If you receive a subject access request you should refer this immediately to your line manager.

Users need to be sure that they are not breaching any data protection rules when they store or use information and when they write and send emails. This could include but is not limited to:

- Using data which has not been kept up-to-date
- Passing on or processing personal information about an individual without their consent
- Keeping personal information longer than necessary
- Sending personal information outside the country



If any breach of data protection rules is discovered such as the leaking or hacking of personal or sensitive data, this should be reported immediately to your line manager, and any immediate action should be taken to close down such leaks. Your line manager will ensure this is properly investigated and the appropriate reporting actions taken if necessary.

### **3.2 Computer Misuse Act 1990**

This Act makes it an offence to try and access any computer system for which authorisation has not been given.

### **3.3 Copyright Design and Patents Act 1988**

Under this Act it is an offence to copy software without the permission of the owner of the copyright.

### **3.4 Defamation Act 1996**

Under this Act it is an offence to publish untrue statements which adversely affect the reputation of a person or group of persons.

### **3.5 Terrorism Act 2006**

This Act makes it a criminal offence to encourage terrorism and/or disseminate terrorist publications.

### **3.6 Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000**

This allows for any organisation to monitor or record communications (telephone, internet, email, and fax) for defined business-related purposes.

## **4. Responsibilities**

- 4.1** All Users are expected to act in a manner that will not cause damage to IT facilities or disrupt IT services. Any accidental damage or disruption must be reported to APR Administrator as soon as possible after the incident has occurred. Users are responsible for any IT activity which is initiated under their username.

### **4.2 Uses of the Internet**

Use of the Internet by employees is encouraged where such use is consistent with their work and with the goals and objectives of the APR in mind. Reasonable personal use is permissible subject to the following:

- Users must not participate in any online activities that are likely to bring the APR into disrepute, create or transmit material that might be defamatory or



incur liability on the part of the APR, or adversely impact on the image of the APR

- Users must not visit, view or download any material from an internet site which contains illegal or inappropriate material. This includes, but is not limited to, pornography (including child pornography), obscene matter, race hate material, violence condoning messages, criminal skills, terrorism, cults, gambling and illegal drugs
- Users must not knowingly introduce any form of computer virus into the APR's computer network
- Personal use of the internet must not cause an increase for significant resource demand, e.g. storage, capacity, speed or degrade system performance
- Users must not "hack into" unauthorised areas
- Users must not download commercial software or any copyrighted materials belonging to third parties, unless such downloads are covered or permitted under a commercial agreement or other such licence
- Users must not use the internet for personal financial gain
- Users must not use the internet for illegal or criminal activities, such as, but not limited to, software and music piracy, terrorism, fraud, or the sale of illegal drugs
- Users must not use the internet to send offensive or harassing material to other users
- Use of the internet for personal reasons (e.g. online banking, shopping, information surfing) must be limited, reasonable and done only during non-work time such as lunch-time
- Use of gambling sites, online auction sites and other such inappropriate websites is not permissible. If you are in any doubt, you should confirm with your line manager whether a site is permissible or not before accessing the site
- Staff may face disciplinary action or other sanctions (see below) if they breach this policy

#### **4.3 Use of Email / Instant messaging (IM)**

Messages sent or received on the APR email / IM system form part of the official records of the APR; they are not private property. The APR does not recognise any right of employees to impose restrictions on disclosure of such messages within the APR. These may be disclosed through legal obligations, as part of legal proceedings (e.g. tribunals), and as part of disciplinary proceedings. Users are responsible for all actions relating to their IT account including username and password, and should therefore make every effort to ensure no other person has access to their account.



When using APR email, users must:

- Ensure they do not disrupt the APR's wider IT systems or cause an increase for significant resource demand in storage, capacity, speed or system performance e.g. by sending large attachment to a large number of internal recipients
- Ensure they do not harm the APR's reputation, bring it into disrepute, incur liability on the part of the APR, or adversely impact on its image
- Not seek to gain access to restricted areas of the network or other "hacking activities" is strictly forbidden
- Not use email for the creation, retention or distribution of disruptive or offensive messages, images, materials or software that include offensive or abusive comments about ethnicity or nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs or social background. Employees who receive emails with this content from other employees of the APR should report the matter to their line manager or supervisor
- Not send email messages that might reasonably be considered by recipients to be bullying, harassing, abusive, malicious, discriminatory, defamatory, and libellous or contain illegal or offensive material, or foul language
- Not upload, download, use, retain, distribute, or disseminate any images, text, materials, or software which might reasonably be considered indecent, obscene, pornographic, or illegal
- Not engage in any activity that is likely to:
  - Corrupt or destroy other users' data or disrupt the work of other users
  - Waste staff effort or APR resources, or engage in activities that serve to deny service to other users
  - Be outside of the scope of normal work-related duties – for example, unauthorised selling/advertising of goods and services
  - Affect or have the potential to affect the performance of damage or overload the APR system, network, and/or external communications in any way
  - Be a breach of copyright or license provision with respect to both programs and data, including intellectual property rights
- Not send chain letters or joke emails from an APR account

Staff who receive improper email from individuals inside or outside the APR, should discuss the matter in the first instance with their line manager or supervisor.

Personal use of an APR email / message account is not permitted.



## **5. Email Good Practice**

- 5.1 The APR has good practice guidelines for dealing with email when staff are out of the office for longer than three days. When activating the "out of office" facility messages should name an alternative member of staff for correspondents to contact if necessary. This will ensure that any important messages are picked up and dealt with within required timescales.
- 5.2 During periods of absence when highly important emails are anticipated, the employee (or manager) should make arrangements for notification and access by another appropriate member of staff or APR Trustee.
- 5.3 Where sensitive and confidential information needs to be sent via email for practical reasons, please be aware that email is essentially a non-confidential means of communication. Emails can easily be forwarded or archived without the original sender's knowledge. They may be read by persons other than those they are intended for.
- 5.4 Users must exercise due care when writing emails to avoid being rude or unnecessarily terse. Emails sent from the APR may be interpreted by others as APR statements. Users are responsible for ensuring that their content and tone is appropriate. Emails often need to be as formal and business-like as other forms of written correspondence.
- 5.5 Users should delete all personal emails and attachments when they have been read and should also delete all unsolicited junk mail. In the process of archiving emails, users should ensure inappropriate material is not archived
- 5.6 The APR provides a current and up to date automatic virus checker on all networked computers. However, caution should be used when opening any attachments or emails from unknown senders. Users must best endeavour to ensure that any file downloaded from the internet is done so from a reliable source. It is a disciplinary offence to disable the virus checker. Any concerns about external emails, including files containing attachments, should be discussed with the IT / Line Manager.

## **6. Use of Social Media**

- 6.1 Many Charity employees will already be using social media in their personal lives. When you are not at work, it is, of course, entirely up to you to decide whether and how you choose to create or participate in a social media space or any other form of online publishing or discussion. This is your own business. The views and opinions you express are your own.
- 6.2 However, if you identify yourself as an employee of the APR or as being associated with it in any way, you must be mindful of this when participating in social media. We have a responsibility to make you aware that, even where you don't intend it, you can harm the APR's business and reputation when using social media in a personal capacity, and that breaching this policy outside of work can still result in disciplinary action.



## **7. Legitimate Access to Prohibited Material**

There may be circumstances where Users feels that the nature of their work means that they are required to access or use material prohibited under this policy. If so, this should be discussed with the Line Manager concerned. The APR is legally responsible for the content and nature of all materials stored on/accessed from its network.

## **8. Remote Users**

Users may sometimes need to use APR equipment and access the APR network while working remotely, whether from home or while travelling. The standards set out in this document apply whether or not APR equipment and resources are being used.

## **9. Monitoring**

All resources of the APR, including computers, email, and voicemail are provided for legitimate use. If there are occasions where it is deemed necessary to examine data beyond that of the normal business activity of the APR then, at any time and without prior notice, the APR maintains the right to examine any systems and inspect and review all data recorded in those systems. This will be undertaken by authorised staff only. This examination helps ensure compliance with internal policies and the law. It supports the performance of internal investigations and assists in the management of information systems.

## **10. Penalties for Improper Use**

### **10.1 Withdrawal of facilities**

Users in breach of these regulations may have access to APR facilities restricted or withdrawn.

### **10.2 Disciplinary Action**

Breaches of these regulations may be dealt with under the APR's disciplinary procedures. It may lead to termination of employment from the APR.

### **10.3 Breaches of the Law**

Where appropriate, breaches of the law will be reported to the police.

APR Trustees  
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