



# Email and Internet Usage Policy CGICT ICT

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## 1. Introduction

The Safety and Security Sector Education and Training Authority (SASSETA) acknowledges the internet and email as a valuable contribution to the operations of the organisation, and the policy is developed to serve as a control measure in monitoring, controlling and regulating the utilisation of the electronic mail and internet in SASSETA.

## 2. Purpose

The Purpose of this Policy is to regulate and manage the email and internet usage in SASSETA.

## 3. Scope

This policy applies to all employees of SASSETA, contractors, vendor support staff, interns and temporary staff who utilise the computer equipment, network infrastructure and all application systems.

## 4. Definitions and Terms/abbreviations

Term/Acronym	Definition
Browsing	Utilising the internet by viewing and reading content on internet websites in no particular order.
Broadcasting	The distribution of electronic public or general data, news and videos by email which is not related to the SASSETA business operations,
ICT	Information and Communication Technology
UAM forms	New user creation forms, user profile amendment forms, and user reset forms and user termination forms.
Line Manager	The head of a business unit of SASSETA.
System Administrator	An appointed SASSETA staff member who is appointed to create, amend, reset or delete system user profiles.
User	Any person defined as an employee, sub-contractor, vendor support staff or temporary staff who has permission granted by the SASSETA management to access the Software application or SASSETA

## 5. Policy Statement

The users are encouraged to use Email and Internet access to enhance the operations of SASSETA and to allow them to perform more efficiently, Internet and email access, and attendant resources are to be used solely for work related purposes.

## 6. Policy Objectives

The objectives of this policy are as follows:

- To ensure that email and internet is primarily used for the business operations of SASSETA;
- To ensure that the email and internet advance the mandate and the objectives of SASSETA; and
- To ensure that email and internet is used responsibly and effectively.

## 7. Preamble

1.1 The Safety and Security Sector Education and Training Authority (SASSETA) is dependent on Information and Communications Technology to ensure that the organisation delivers on its mandates. SASSETA acknowledges the internet and email as a valuable contribution to the operations of the organisation, and the policy is developed to serve as a control measure in monitoring, controlling and regulating the utilisation of the electronic mail and internet in SASSETA.

1.2 At Safety and Security Sector Education and Training Authority (SASSETA) (and including this website, POPIA-Compliance) we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

### 1.3 Legislation, Framework and related policies

#### 1.3.1 Legislation

- Promotion of Access to information Act, 200 (Act 2 of 2000)
- Protection of Personal Information Act, 2013 (Act 4 of 2013)
- Electronic Communications and Transaction Act, 2002 (Act 25 of 2002)
- Regulation of Interception of Communications and Provision of Related Information Act, 2002 (Act 70 of 2002)

#### 1.3.2 Government Policy Framework

- Public Service Corporate Governance of Information Technology Framework.

#### 1.3.3 Related Policies

The following policies and procedures that are related to the Email and Internet Policy:

- Information security Policy
- Acceptable Use Policy
- User Account Management Policy
- Vulnerability Management Policy
- Privacy Policy

## 8. Guidelines and business rules

### 1.4 New email accounts and Internet access

- A new user of the SASSETA ICT infrastructures shall only obtain access to email and/or internet when a "New User Access form" is completed in full and approved by the line manager, indicating the required access. Subsequent to the access request form submitted for approval to the ICT Manager, the system administrator would create a user account, granting the user access to the SASSETA email and internet resources, according to approved access request.
- By signing the "New User Access form" the user acknowledges and accepts to abide by all the relevant policies and procedures related to acceptable use of the ICT infrastructure of the SASSETA.

### 1.5 Monitoring Contents of email and internet

- As and when required SASSETA Management has the right to monitor email communications to ensure compliance with the policy and related procedures. The monitoring of any electronic communications will be done following all due processes and in terms of the requisite legislation, policies and the applicable law.
- Users are prohibited from accessing data or emails for which they are not the intended recipients.
- Users are prohibited from attempting to intercept, amend and delete other SASSETA users, unless formal approval has been obtained.
- All user activity on the SASSETA internet is monitored.
- All the content viewed by the users is scanned (Firewalls) for offensive material. The following (but not limited) will be considered as offensive material pornography, pornographic jokes or stories, sexually harassing other employees, intimidation and extortion, discriminatory content and remarks based on gender, race, religion, sex, national origin and disability.

### 1.6 New email usage for business purpose

- All the SASSETA electronic messages (emails) which contain sensitive information are required to be classified as "Confidential or Secret" in the header to indicate that the information is of a sensitive nature and must not be distributed without the proper authorisation.
- When receiving email attachments from unknown sources, the users should consult with the ICT business unit prior to opening these documents, as they may contain viruses or related harmful source codes.

As and when required SASSETA management has the right to monitor email communications through the approval of the SASSETA CEO or his or her

delegate, following all due processes, requisite legislation, policies and the applicable law.

- All users who have formal access to email should ensure that the email signatures must include their name, job title and company name, and ensure that the SASSETA disclaimer is included.
- Users are advised to make use of a spell and grammar checker prior to sending emails to ensure the professional outlook for the SASSETA.
- If there is a need to attach documents or other business-related information, users should compress the attachment. The limit of email to be sent through the internet is 30MB.
- Users should only mark emails as important and urgent if they are deemed to be so.
- The SASSETA ICT infrastructure and devices should be used mainly for business purposes. SASSETA email should strictly be used for business purposes only and the use of SASSETA email and Computers for personal business use is explicitly prohibited. In the event where a user has utilised email for personal use, the user shall be liable for any loss or related damage SASSETA might experience.
- The users should refrain from forwarding "Chain Letters" as access might be deemed as unacceptable use, and access might be revoked.
- Users should refrain from creating and/or sending spam.

### **1.7 Internet usage for business purpose**

- To ensure the internet resources are available with a reasonable data transfer rate, users should use the internet to a minimum.
- Minimum personal usage of the internet is allowed and this option should be used sparingly for the purpose of self-development and empowerment excluding use for private business interest. Misuse of this privilege may lead to revocation where such leads to waste of SASSETA resources and time during working hours.
- Viewing, downloading, storing and distributing pornography is strictly prohibited.
- The use of offensive, discriminating language that could result in civil and/or criminal actions while utilising SASSETA ICT resources is strictly prohibited.
- Playing online computer games is strictly prohibited.
- Downloading copyright intellectual property is strictly prohibited.
- Downloading videos, movies, games, non SASSETA authorised software or music is strictly prohibited.
- No user or employee should utilise the SASSETA ICT environment or related resources to broadcast non SASSETA information or data.
- Viewing movies, music videos, videos online is strictly prohibited.
- Uploading of unauthorised personal or SASSETA data to social sites is strictly prohibited unless preauthorisation by the SASSETA CEO via the ICT Manager.
- Introducing malicious software to SASSETA (key loggers and viruses etc.) is strictly prohibited.

- Users are not allowed to share or reveal their SASSETA email account credentials and passwords to other employees or 3<sup>rd</sup> parties.
- The SASSETA ICT business unit will disable access to chat rooms and other social media sites which are not utilised for the business purpose of SASSETA.
- Whereas SASSETA understand the role of social media in communication, the organisation does not accept vicarious liability for any action by any user of its systems for any communication and or publication where such has not been explicitly authorised by the Senior Management.

## 9. Roles and Responsibilities, Accountability and Sources of Authority

The roles and responsibilities are as follows:

### A. The ICT Business Unit

- The ICT business unit's primary focus is to give all authorised users access to email and Internet services.
- To support and maintain the Information Communications Technology Infrastructure and software to allow such access and use of the internet and email.
- To provide desktop support to users and assist with issues related to the use and accessing of the internet and email services
- To provide necessary training relating to the acceptable use of email and internet within SASSETA.

### B. SASSETA Managers

- The managers should familiarise themselves with this email and internet policy and supporting policies to ensure that all users within their units are familiarized with the policies.
- Ensure that all the necessary controls are in place to ensure proper usage of the email and internet in line with the policies.
- Report all violations of this policy when it comes to their knowledge and take corrective and disciplinary measures to ensure compliance.

### C. ICT Manager/Specialist

The ICT Manager/Specialist is responsible for:

- Advising the organisation on the implementation of this policy and related issues;
- Reviewing and updating this policy and procedures relating to the internet and email access and usage.
- Investigating the related breaches and incidents pertaining to the access and usage of internet and email services

- Monitoring compliance concerning usage of internet and email services

#### D. SASSETA "Users"

The responsibility of users

- Users should familiarise themselves with the content of this policy; users should be responsible and ensure proper use of the internet and email services provided to them;
- All communications should be conducted in a professional way and should for no reasons interfere with his/her productivity; and
- Users are responsible for the content of information (images, text and used audio) communicated through e-mail and the internet.

## 10. Policy Implementation

The ICT Business Unit and Corporate Services is accountable and shall also be responsible for its future amendments or reviews.

The CEO is accountable for the overall policy implementation and reserves the right to intervene and take necessary steps when the policy is not adhered to. The accountability may be delegated to the Corporate Services Manager or any other manager deemed fit for the function. Business Unit Heads, in consultation with ICT, are responsible for policy implementation in their respective divisions.

