Christ Church (Brondesbury) CE Primary School

Acceptable Use of I.T. Policy

Responsible Governors' Committee	**Full Governing Body**
Date Approved	**26th September 2024**
Date of next review	**September 2025**
Signature	

Going for GOLD with faith

Christ Church (Brondesbury) CE Primary School
School Vision

Christ Church (Brondesbury) CE Primary School is a vibrant, welcoming and inclusive school at the centre of our diverse local community. We are perceived as a "family" by all who know us.

As a Christian school, we encourage everyone to be their best and to grow in God's creation. We provide a supportive, safe, respectful and reflective environment in which all flourish irrespective of their culture and belief.

We provide the highest standard of learning for all of our community and encourage them to pursue aspirational goals.

The school's vision is deeply rooted within the scripture passage:

2 Corinthians 8:7
"But as you excel in everything–in faith, in speech, in knowledge, and in all eagerness and in the love from us that is in you–make sure that you excel in this act of kindness too."

Our vision is embedded within the Christian values of:
Compassion, Respect, Friendship, Forgiveness, Perseverance, Wisdom.

Our vision is expressed by all as "**Going for GOLD with faith**".
This is explained and explored below:

Vision	Demonstrated as
Give learning your best	• Try your best at everything • Follow the "give me five" rules
Own your choices	• Be respectful and polite • Be honest and take responsibility for your words and actions
Love yourself, as God loves you	• Love yourself, for you are special • Love your neighbours with all your heart
Dream big, work hard and pray	• Aim high • Always be ready to learn • With prayer, everything is possible

This policy reflects and supports our school vision in that through the acceptable use of IT we strive to "…provide a supportive, safe and respectful environment in which all flourish…"

1. Introduction and aims

Information and communications technology (ICT) is an integral part of the way our school works, and is a critical resource for pupils, staff (including senior leadership teams), governors, volunteers and visitors. It supports teaching and learning, pastoral and administrative functions of the school.

However, the ICT resources and facilities our school uses also pose risks to data protection, online safety and safeguarding.

This policy aims to:

- Set guidelines and rules on the use of school ICT resources for staff, pupils, parents and governors
- Establish clear expectations for the way all members of the school community engage with each other online
- Support the school's policy on data protection, online safety and safeguarding
- Prevent disruption to the school through the misuse, or attempted misuse, of ICT systems
- Support the school in teaching pupils safe and effective internet and ICT use

This policy covers all users of our school's ICT facilities, including governors, staff, pupils, volunteers, contractors and visitors.

Breaches of this policy may be dealt with under Code of Conduct and Disciplinary Policies.

2. Relevant legislation and guidance

This policy refers to, and complies with, the following legislation and guidance:

- Data Protection Act 2018
- The UK General Data Protection Regulation (UK GDPR) – the EU GDPR was incorporated into UK legislation, with some amendments, by The Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2020
- Computer Misuse Act 1990
- Human Rights Act 1998
- The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000
- Education Act 2011
- Freedom of Information Act 2000
- The Education and Inspections Act 2006
- Keeping Children Safe in Education 2024
- Searching, screening and confiscation: advice for schools
- National Cyber Security Centre (NCSC)
- Education and Training (Welfare of Children Act) 2021
- UK Council for Internet Safety (et al.) guidance on sharing nudes and semi-nudes: advice for education settings working with children and young people
- Meeting digital and technology standards in schools and colleges

3. Definitions

- **"ICT facilities":** includes all facilities, systems and services including but not limited to network infrastructure, desktop computers, laptops, tablets, phones, music players or hardware, software, websites, web applications or services, and any device system or service which may become available in the future which is provided as part of the ICT service
- **"Users":** anyone authorised by the school to use the ICT facilities, including governors, staff, pupils, volunteers, contractors and visitors
- **"Personal use":** any use or activity not directly related to the users' employment, study or purpose
- **"Authorised personnel":** employees authorised by the school to perform systems administration and/or monitoring of the ICT facilities
- **"Materials":** files and data created using the ICT facilities including but not limited to documents, photos, audio, video, printed output, web pages, social networking sites and blogs

See appendix 6 for a glossary of cyber security terminology.

4. Unacceptable use

The following is considered unacceptable use of the school's ICT facilities by any member of the school community. Any breach of this policy may result in disciplinary or behaviour proceedings (see section 4.2 below).

Unacceptable use of the school's ICT facilities includes:

- Using the school's ICT facilities to breach intellectual property rights or copyright
- Using the school's ICT facilities to bully or harass someone else, or to promote unlawful discrimination
- Breaching the school's policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Online gambling, inappropriate advertising, phishing and/or financial scams
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate or harmful
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth-produced sexual imagery)
- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Sharing confidential information about the school, its pupils, or other members of the school community
- Connecting any device to the school's ICT network without approval from authorised personnel
- Setting up any software, applications or web services on the school's network without approval by authorised personnel, or creating or using any program, tool or item of software designed to interfere with the functioning of the ICT facilities, accounts or data
- Gaining, or attempting to gain, access to restricted areas of the network, or to any password-protected information, without approval from authorised personnel
- Allowing, encouraging or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities
- Causing intentional damage to ICT facilities
- Removing, deleting or disposing of ICT equipment, systems, programs or information without permission by authorised personnel

- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not supposed to have access, or without authorisation
- Using inappropriate or offensive language
- Promoting a private business, unless that business is directly related to the school
- Using websites or mechanisms to bypass the school's filtering or monitoring mechanisms
- Engaging in content or conduct that is radicalised, extremist, racist, anti-Semitic or discriminatory in any other way
- Using AI tools and generative chatbots (such as ChatGPT and Google Bard):
    - During assessments, including internal and external assessments, and coursework
    - To write their homework or class assignments, where AI-generated text or imagery is presented as their own work

This is not an exhaustive list. The school reserves the right to amend this list at any time. The Headteacher will use professional judgement to determine whether any act or behaviour not on the list above is considered unacceptable use of the school's ICT facilities.

4.1 Exceptions from unacceptable use

Where the use of school ICT facilities (on the school premises and/or remotely) is required for a purpose that would otherwise be considered an unacceptable use, exemptions to the policy may be granted at the Headteacher's discretion.

Pupils may use AI tools and generative chatbots:

- As a research tool to help them find out about new topics and ideas
- When specifically studying and discussing AI in schoolwork, for example in IT lessons or art homework about AI-generated images. All AI-generated content must be properly attributed

4.2 Sanctions

Pupils and staff who engage in any of the unacceptable activity listed above may face disciplinary action in line with the school's policies on Behaviour for Learning and Managing Misconduct/Disciplinary.

5. Staff (including governors, volunteers, and contractors)

5.1 Access to school ICT facilities and materials

The school's Business Manager and IT support company manages access to the school's ICT facilities and materials for school staff. That includes, but is not limited to:

- Computers, tablets, mobile phones and other devices
- Access permissions for certain programmes or files

Staff will be provided with unique log-in/account information and passwords that they must use when accessing the school's ICT facilities.

Staff who have access to files they are not authorised to view or edit, or who need their access permissions updated or changed, should contact the School Business Manager or Headteacher, who will liaise with the IT support.

5.1.1 Use of phones and email

The school provides each member of staff with an email address.

This email account should be used for work purposes only. Staff should enable multi-factor authentication on their email accounts.

All work-related business should be conducted using the email address the school has provided.

Staff must not share their personal email addresses with parents and pupils and must not send any work-related materials using their personal email account.

Staff must take care with the content of all email messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

Email messages are required to be disclosed in legal proceedings or in response to requests from individuals under the Data Protection Act 2018 in the same way as paper documents. Deletion from a user's inbox does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable.

Staff must take extra care when sending sensitive or confidential information by email. Any attachments containing sensitive or confidential information should be encrypted so that the information is only accessible by the intended recipient.

If staff receive an email in error, the sender should be informed and the email deleted. If the email contains sensitive or confidential information, the user must not make use of that information or disclose that information.

If staff send an email in error that contains the personal information of another person, they must inform Headteacher or School Business Manager immediately and follow our data breach procedure.

Staff must not give their personal phone numbers to parents or pupils. Staff must use phones provided by the school to conduct all work-related business.

School phones must not be used for personal matters.

Staff who are provided with mobile phones as equipment for their role must abide by the same rules for ICT acceptable use as set out in section 4.

5.2 Personal use

Staff are permitted to occasionally use school ICT facilities for personal use subject to certain conditions set out below. Personal use of ICT facilities must not be overused or abused. The Headteacher may withdraw permission for it at any time or restrict access at their discretion.

Personal use is permitted provided that such use:

- Does not take place during directed working hours
- Does not constitute 'unacceptable use', as defined in section 4
- Takes place when no pupils are present
- Does not interfere with their jobs, or prevent other staff or pupils from using the facilities for work or educational purposes

Staff may not use the school's ICT facilities to store personal non-work-related information or materials (such as music, videos or photos).

Staff should be aware that use of the school's ICT facilities for personal use may put personal communications within the scope of the school's ICT monitoring activities (see section 5.5). Where breaches of this policy are found, disciplinary action may be taken.

Staff are also permitted to use their personal devices (such as mobile phones or tablets) during their own non-teaching break times.

Staff should be aware that personal use of ICT (even when not using school ICT facilities) can impact on their employment by, for instance, putting personal details in the public domain, where pupils and parents could see them.

Staff should take care to follow the school's guidelines on social media (see appendix 1) and use of email (see section 5.1.1) to protect themselves online and avoid compromising their professional integrity.

5.2.1 Personal social media accounts

Members of staff should ensure their use of social media, either for work or personal purposes, is appropriate at all times.

The school has guidelines for staff on appropriate security settings for Social Media accounts (see appendix 1).

5.3 Remote access

We allow staff to access the school's ICT facilities and materials remotely. They should access this using the MS remote link: portal.office.com and their uso login details.

- Staff can request remote access by contacting the Network/IT support team, who will assist in setting this up.

Staff accessing the school's ICT facilities and materials remotely must abide by the same rules as those accessing the facilities and materials on-site. Staff must be particularly vigilant if they use the school's ICT facilities outside the school and take such precautions as the Network/IT support team may require from time to time against importing viruses or compromising system security.

Our ICT facilities contain information which is confidential and/or subject to data protection legislation. Such information must be treated with extreme care and in accordance with our data protection policy.

The school's Data Protection Policy can be found on our website here: https://www.cchurch.brent.sch.uk/policies/

5.4 School social media accounts

The school has official Instagram and Twitter accounts, managed by the Headteacher. Staff members who have not been authorised to manage, or post to, the account, must not access, or attempt to access the account.

The school has guidelines for what can and cannot be posted on its social media accounts. Those who are authorised to manage the account must ensure they abide by these guidelines at all times.

5.5 Monitoring of school network and use of ICT facilities

To safeguard and promote the welfare of children and provide them with a safe environment to learn, the school reserves the right to monitor the use of its ICT facilities and network. This includes, but is not limited to, monitoring of:

- Internet sites visited
- Bandwidth usage
- Email accounts
- Telephone calls
- User activity/access logs
- Any other electronic communications

Only authorised ICT staff may inspect, monitor, intercept, assess, record and disclose the above, to the extent permitted by law.

The school monitors ICT use in order to:

- Obtain information related to school business
- Investigate compliance with school policies, procedures and standards

- Ensure effective school and ICT operation
- Conduct training or quality control exercises
- Prevent or detect crime
- Comply with a subject access request, Freedom of Information Act request, or any other legal obligation

Our governing board is responsible for making sure that:

- The school meets the DfE's filtering and monitoring standards
- Appropriate filtering and monitoring systems are in place
- Staff are aware of those systems and trained in their related roles and responsibilities
    - For the leadership team and relevant staff, this will include how to manage the processes and systems effectively and how to escalate concerns
- It regularly reviews the effectiveness of the school's monitoring and filtering systems

The school's designated safeguarding lead (DSL) will take lead responsibility for understanding the filtering and monitoring systems and processes in place.
Where appropriate, staff may raise concerns about monitored activity with the school's DSL and ICT manager, as appropriate.

6. Pupils

6.1 Access to ICT facilities

All pupils have a designated computing lesson each week.

Laptops, Chromebooks and iPads are available to use during these lessons under the supervision of the school's Computing teacher, or during other learning sessions, under the direction of the class teachers.

Laptops, Chromebooks and iPads are stored securely in the school's server room.

Children are asked to sign an Internet Agreement at least at the start of each new academic year.

6.2 Search and deletion

Under the Education Act 2011, the Headteacher, and any member of staff authorised to do so by the Headteacher, can search pupils and confiscate their mobile phones, computers or other devices that the authorised staff member has reasonable grounds for suspecting:

- Poses a risk to staff or pupils, **and/or**
- Is identified in the school rules as a banned item for which a search can be carried out, **and/or**
- Is evidence in relation to an offence

This includes, but is not limited to:

- Pornography
- Abusive messages, images or videos
- Indecent images of children
- Evidence of suspected criminal behaviour (such as threats of violence or assault)

Before a search, if the authorised staff member is satisfied that they have reasonable grounds for suspecting any of the above, they will also:

- Make an assessment of how urgent the search is, and consider the risk to other pupils and staff. If the search is not urgent, they will seek advice from the Headteacher
- Explain to the pupil why they are being searched, and how and where the search will happen, and give them the opportunity to ask questions about it

- Seek the pupil's co-operation

The authorised staff member should:

- Inform the DSL (or deputy) of any searching incidents where they had reasonable grounds to suspect a pupil was in possession of a banned item. A list of banned items is available in our Search and Confiscate Policy
- Involve the DSL (or deputy) without delay if they believe that a search has revealed a safeguarding risk

Authorised staff members may examine, and in exceptional circumstances erase, any data or files on a device that they have confiscated where they believe there is a 'good reason' to do so.
When deciding whether there is a 'good reason' to examine data or files on a device, the staff member should only do so if they reasonably suspect that the data has been, or could be, used to:

- Cause harm, **and/or**
- Undermine the safe environment of the school or disrupt teaching, **and/or**
- Commit an offence

If inappropriate material is found on the device, it is up to the Headteacher and DSL team to decide on a suitable response. If there are images, data or files on the device that staff reasonably suspect are likely to put a person at risk, they will first consider the appropriate safeguarding response.
When deciding whether there is a good reason to erase data or files from a device, staff members will consider whether the material may constitute evidence relating to a suspected offence. In these instances, they will not delete the material, and the device will be handed to the police as soon as is reasonably practicable. If the material is not suspected to be evidence in relation to an offence, staff members may delete it if:

- They reasonably suspect that its continued existence is likely to cause harm to any person, **and/or**
- The pupil and/or the parent refuses to delete the material themselves

If a staff member **suspects** a device **may** contain an indecent image of a child (also known as a nude or semi-nude image), they will:

- **Not** view the image
- **Not** copy, print, share, store or save the image
- Confiscate the device and report the incident to the DSL (or deputy) immediately, who will decide what to do next. The DSL will make the decision in line with the DfE's latest guidance on searching, screening and confiscation and the UK Council for Internet Safety (UKCIS) et al.'s guidance on sharing nudes and semi-nudes: advice for education settings working with children and young people

Any searching of pupils will be carried out in line with:

- The DfE's latest guidance on searching, screening and confiscation
- UKCIS et al.'s guidance on sharing nudes and semi-nudes: advice for education settings working with children and young people
- Our behaviour policy / search and confiscation

Any complaints about searching for, or deleting, inappropriate images or files on pupils' devices will be dealt with through the school complaints procedure.

6.3 Unacceptable use of ICT and the internet outside of school

The school will sanction pupils, in line with the Behaviour for Learning Policy if a pupil engages in any of the following **at any time** (even if they are not on school premises):

- Using ICT or the internet to breach intellectual property rights or copyright

- Using ICT or the internet to bully or harass someone else, or to promote unlawful discrimination
- Breaching the school's policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth produced sexual imagery)
- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Sharing confidential information about the school, other pupils, or other members of the school community
- Gaining or attempting to gain access to restricted areas of the network, or to any password protected information, without approval from authorised personnel
- Allowing, encouraging, or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities
- Causing intentional damage to ICT facilities or materials
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not supposed to have access, or without authorisation
- Using inappropriate or offensive language

Any of the incidents outlined above will be treated at the most serious level of our policy and will result in suspension from school, followed by a reintegration meeting at which safeguarding targets will be shared and agreed with parents and the child.

7. Parents

7.1 Access to ICT facilities and materials

Parents do not have access to the school's ICT facilities as a matter of course.

However, parents working for, or with the school in an official capacity (for instance, as a volunteer or as a member of the PTA) may be granted an appropriate level of access, or be permitted to use the school's facilities at the Headteacher's discretion.

Where parents are granted access in this way, they must abide by this policy as it applies to staff.

7.2 Communicating with or about the school online

We believe it is important to model for pupils, and help them learn, how to communicate respectfully with, and about, others online.

Parents play a vital role in helping model this behaviour for their children, especially when communicating with the school through our website and social media channels.

We ask parents to sign the agreement in appendix 3.

7.3 Communicating with parents/carers about pupil activity

The school will ensure that parents and carers are made aware of any online activity that their children are being asked to carry out.

When we ask pupils to use websites or engage in online activity, we will communicate the details of this to parents/carers in the same way that information about homework tasks is shared.

In particular, staff will let parents/carers know which (if any) person or people from the school pupils will be interacting with online, including the purpose of the interaction.

Parents/carers may seek any support and advice from the school to ensure a safe online environment is established for their child.

8. Data security

The school is responsible for making sure it has the appropriate level of security protection and procedures in place. It therefore takes steps to protect the security of its computing resources, data and user accounts. The effectiveness of these procedures is reviewed periodically to keep up with evolving cyber crime technologies.

Staff, pupils, parents/carers and others who use the school's ICT facilities should use safe computing practices at all times. We aim to meet the cyber security standards recommended by the Department for Education's guidance on digital and technology standards in schools and colleges, including the use of:

- Firewalls
- Security features
- User authentication and multi-factor authentication
- Anti-malware software

8.1 Passwords

All users of the school's ICT facilities should set strong passwords for their accounts and keep these passwords secure.

Users are responsible for the security of their passwords and accounts, and for setting permissions for accounts and files they control.

Members of staff or pupils who disclose account or password information may face disciplinary action. Parents or volunteers who disclose account or password information may have their access rights revoked.

All staff will use a password manager to help them store their passwords securely. New passwords for children are generated either by LGFL or by the relevant provider.

8.2 Software updates, firewalls and anti-virus software

All of the school's ICT devices that support software updates, security updates and anti-virus products will be configured to perform such updates regularly or automatically.

Users must not circumvent or make any attempt to circumvent the administrative, physical and technical safeguards we implement and maintain to protect personal data and the school's ICT facilities.

Any personal devices using the school's network must all be configured in this way.

8.3 Data protection

All personal data must be processed and stored in line with data protection regulations and the school's data protection policy.

The school's Data Protection Policy can be found on our website here: https://www.cchurch.brent.sch.uk/policies/

8.4 Access to facilities and materials

All users of the school's ICT facilities will have clearly defined access rights to school systems, files and devices.

These access rights are managed by the Network/IT support technician.

Users should not access, or attempt to access, systems, files or devices to which they have not been granted access. If access is provided in error, or if something a user should not have access to is shared with them, they should alert the Network/IT support technician immediately.

Users should always log out of systems and lock their equipment when they are not in use to avoid any unauthorised access. Equipment and systems should always be logged out of and closed down completely at the end of each working day.

8.5 Encryption

The school ensures that its devices and systems have an appropriate level of encryption.

School staff may only use personal devices (including computers and USB drives) to access school data, work remotely, or take personal data (such as pupil information) out of school if they have been specifically authorised to do so by the Headteacher.

Use of such personal devices will only be authorised if the devices have appropriate levels of security and encryption, as defined by the Network/IT technician.

9. Protection from cyber attacks

Please see the glossary (appendix 6) to help you understand cyber security terminology.

The school will:

- Work with governors and the IT department to make sure cyber security is given the time and resources it needs to make the school secure
- Provide annual training for staff (and include this training in any induction for new starters, if they join outside of the school's annual training window) on the basics of cyber security, including how to:
    - Check the sender address in an email
    - Respond to a request for bank details, personal information or login details
    - Verify requests for payments or changes to information
- Make sure staff are aware of its procedures for reporting and responding to cyber security incidents
- Investigate whether our IT software needs updating or replacing to be more secure
- Not engage in ransom requests from ransomware attacks, as this would not guarantee recovery of data
- Put controls in place that are:
    - **'Proportionate'**: the school will verify this using a third-party audit (such as this one) at least annually, to objectively test that what it has in place is up to scratch
    - **Multi-layered**: everyone will be clear on what to look out for to keep our systems safe
    - **Up-to-date:** with a system in place to monitor when the school needs to update its software
    - **Regularly reviewed and tested**: to make sure the systems are as up to scratch and secure as they can be
- Back up critical daily via the automatic back-up system and store these backups on cloud based backup systems/external hard drives that aren't connected to the school network and which can be stored off the school premises.
- Delegate specific responsibility for maintaining the security of our management information system (MIS) Compass Learning Partnership (our IT/Network support)
- Make sure staff:
    - Dial into our network using a virtual private network (VPN) when working from home

- Enable multi-factor authentication where they can, on things like school email accounts
- Store passwords securely using a password manager

- Make sure ICT staff conduct regular access reviews to make sure each user in the school has the right level of permissions and admin rights
- Have a firewall in place that is switched on
- Check that its supply chain is secure, for example by asking suppliers about how secure their business practices are and seeing if they have the Cyber Essentials certification
- Develop, review and test an incident response plan with the IT department, for example, including how the school will communicate with everyone if communications go down, who will be contacted when, and who will notify Action Fraud of the incident. This will be reviewed and annually and after a significant event has occurred, using the NCSC's 'Exercise in a Box'
- Work with the LDBS/LA to see what it can offer the school regarding cyber security, such as advice on which service providers to use or assistance with procurement

10. Internet access

The school wireless internet connection is secured.

The wifi system has a secure password which is stored in the school safe/office. The password is not normally given to parents/carers, but may be made available to contractors/advisors who are working within the school.

The system has filtering provided by the London Grid for Learning (LGFL). Any inappropriate sites which pass through the filter should be reported immediately to the Computing Teacher or Headteacher, who will report this to LGFL.

10.1 Pupils

- Pupil access to the wifi is limited to their time spent using school equipment such as Laptops, Chromebooks or iPads. The Wifi password is not shared with children individually.

10.2 Parents/Carers and visitors

Parents/carers and visitors to the school will not be permitted to use the school's wifi unless specific authorisation is granted by the Headteacher.

The Headteacher will only grant authorisation if:

- Parents are working with the school in an official capacity (e.g. as a volunteer or as a member of the PTA)
- Visitors need to access the school's wifi in order to fulfil the purpose of their visit (for instance, to access materials stored on personal devices as part of a presentation or lesson plan)

Staff must not give the wifi password to anyone who is not authorised to have it. Doing so could result in disciplinary action.

11. Monitoring and review

The Headteacher and IT/Network support company monitor the implementation of this policy, including ensuring it is updated to reflect the needs and circumstances of the school.

This policy will be reviewed every year.

The governing board is responsible for approving this policy.

12. Related policies

This policy should be read alongside the school's policies on:

- Online safety
- Safeguarding and child protection
- Behaviour
- Staff discipline
- Data protection
- Remote learning
- Search and Confiscation Policy

Don't accept friend requests from pupils on social media

10 rules for school staff on Facebook/Instagram, etc.

1. Change your display name – use your first and middle name, use a maiden name, or put your surname backwards instead
2. Change your profile picture to something unidentifiable, or if not, ensure that the image is professional
3. Check your privacy settings regularly
4. Be careful about tagging other staff members in images or posts
5. Don't share anything publicly that you wouldn't be just as happy showing your pupils
6. Don't use social media sites during school hours
7. Don't make comments about your job, your colleagues, our school or your pupils online – once it's out there, it's out there
8. Don't associate yourself with the school on your profile (e.g. by setting it as your workplace, or by 'checking in' at a school event)
9. Don't link your work email address to your social media accounts. Anyone who has this address (or your personal email address/mobile number) is able to find you using this information
10. Consider uninstalling the Facebook app from your phone. The app recognises wifi connections and makes friend suggestions based on who else uses the same wifi connection (such as parents or pupils)

Check your privacy settings

- Change the visibility of your posts and photos to **'Friends only'**, rather than 'Friends of friends'. Otherwise, pupils and their families may still be able to read your posts, see things you've shared and look at your pictures if they're friends with anybody on your contacts list
- Don't forget to check your **old posts and photos** – go to bit.ly/2MdQXMN to find out how to limit the visibility of previous posts
- The public may still be able to see posts you've **'liked'**, even if your profile settings are private, because this depends on the privacy settings of the original poster
- **Google your name** to see what information about you is visible to the public
- Prevent search engines from indexing your profile so that people can't **search for you by name** – go to bit.ly/2zMdVht to find out how to do this
- Remember that **some information is always public**; your display name, profile picture, cover photo, user ID (in the URL for your profile), country, age range and gender

What to do if…

A pupil adds you on social media

- In the first instance, ignore and delete the request. Block the pupil from viewing your profile
- Check your privacy settings again, and consider changing your display name or profile picture
- If the pupil asks you about the friend request in person, tell them that you're not allowed to accept friend requests from pupils and that if they persist, you'll have to notify senior leadership and/or their parents. If the pupil persists, take a screenshot of their request and any accompanying messages
- Notify the senior leadership team or the headteacher about what's happening

A parent adds you on social media

- It is at your discretion whether to respond. Bear in mind that:
    - Responding to one parent's friend request or message might set an unwelcome precedent for both you and other teachers at the school
    - Pupils may then have indirect access through their parent's account to anything you post, share, comment on or are tagged in
- If you wish to decline the offer or ignore the message, consider drafting a stock response to let the parent know that you're doing so

You're being harassed on social media, or somebody is spreading something offensive about you

- **Do not** retaliate or respond in any way
- Save evidence of any abuse by taking screenshots and recording the time and date it occurred
- Report the material to Facebook or the relevant social network and ask them to remove it
- If the perpetrator is a current pupil or staff member, our mediation and disciplinary procedures are usually sufficient to deal with online incidents
- If the perpetrator is a parent or other external adult, a senior member of staff should invite them to a meeting to address any reasonable concerns or complaints and/or request they remove the offending comments or material
- If the comments are racist, sexist, of a sexual nature or constitute a hate crime, you or a senior leader should consider contacting the police

Appendix 2

Do's and Don'ts: Advice for Staff

Whilst the wide range of ICT systems and resources available to staff, both in school and outside of school, have irrefutable advantages, there are also potential risks that staff must be aware of. Ultimately if staff use ICT resources inappropriately, this may become a matter for a police or social care investigation and/or a disciplinary issue which could lead to their dismissal. Staff should also be aware that this extends to inappropriate use of ICT outside of school.

This Dos and Don'ts list has been written as a guidance document. Whilst it is not fully comprehensive of every circumstance that may arise, it indicates the types of behaviours and actions that staff should not display or undertake as well as those that they should in order to protect themselves from risk.

General issues

Do	Don't
• ensure that you do not breach any restrictions that there may be on your use of school resources, systems or resources • ensure that where a password is required for access to a system, that it is not inappropriately disclosed • respect copyright and intellectual property rights • ensure that you have approval for any personal use of the school's ICT resources and facilities • be aware that the school's systems will be monitored and recorded to ensure policy compliance • ensure you comply with the requirements of the GDPR when using personal data • seek approval before taking personal data off of the school site • ensure personal data is stored safely and securely whether kept on site, taken off site or accessed remotely • report any suspected misuse or concerns that you have regarding the school's systems, resources and equipment to the Headteacher or designated manager and/or Designated Safeguarding Lead (DSL) as appropriate • be aware that a breach of your school's Acceptable Use Policy will be a disciplinary matter and in some cases, may lead to dismissal • ensure that any equipment provided for use at home is not accessed by anyone not approved to use it • ensure that you have received adequate training in ICT • ensure that your use of ICT bears due regard to your personal health and safety and that of others	• access or use any systems, resources or equipment without being sure that you have permission to do so • access or use any systems or resources or equipment for any purpose that you don't have permission to use the system, resources or equipment for • compromise any confidentiality requirements in relation to material and resources accessed through ICT systems • use systems, resources or equipment for personal use without having approval to do so • use other people's log on and password details to access school systems and resources • download, upload or install any hardware or software without approval • use unsecure removable storage devices to store personal data • use school systems for personal financial gain, gambling, political activity or advertising • communicate with parents and pupils outside normal working hours unless absolutely necessary

Use of telephones, mobile telephones and instant messaging

Do	Don't
• ensure that your communications are compatible with your professional role • ensure that you comply with your school's policy on use of personal mobile telephones • ensure that you reimburse your school for personal telephone calls as required • use school mobile telephones when on educational visits	• send messages that could be misinterpreted or misunderstood • excessively use the school's telephone system for personal calls • use personal or school mobile telephones when driving • use the camera function on personal or school mobile telephones to take images of colleagues, pupils or of the school

Use of cameras and recording equipment

Do	Don't
• ensure that material recorded is for educational purposes only • ensure that where recording equipment is to be used, approval has been given to do so • ensure that material recorded is stored appropriately and destroyed in accordance with the school's policy • ensure that parental consent has been given before you take pictures of school pupils	• bring personal recording equipment into school without the prior approval of the Headteacher • inappropriately access, view, share or use material recorded other than for the purposes for which it has been recorded • put material onto the school's website or server without prior agreement from a member of senior staff

Use of email, the internet, and school server storage

Do	Don't
• alert your Headteacher or designated manager if you receive inappropriate content via email • be aware that the school's email system will be monitored and recorded to ensure policy compliance • ensure that your email communications are compatible with your professional role • give full consideration as to whether it is appropriate to communicate with pupils or parents via email, or whether another communication mechanism (which may be more secure and where messages are less open to misinterpretation) is more appropriate • be aware that the school may intercept emails where it believes that there is inappropriate use • seek support to block spam • alert your Headteacher or designated manager if you accidentally access a website with inappropriate content • be aware that a website log is recorded by the school and will be monitored to ensure policy compliance • answer email messages from pupils and parents within your directed time	• send via email or download from email, any inappropriate content • send messages that could be misinterpreted or misunderstood • use personal email addresses to communicate with pupils or parents • send messages in the heat of the moment • send messages that may be construed as defamatory, discriminatory, derogatory, offensive or rude • use email systems to communicate with parents or pupils unless approved to do so • download attachments from emails without being sure of the security and content of the attachment • forward email messages without the sender's consent unless the matter relates to a safeguarding concern or other serious matter which must be brought to a senior manager's attention • access or download inappropriate content (material which is illegal, obscene, libellous, offensive or threatening) from the internet or upload such content to the school • upload any material onto the school website

• mark personal emails by typing 'Personal/Private' within the subject header line	that doesn't meet style requirements and without approval

Use of social networking sites

Do	Don't
• ensure that you understand how any site you use operates and therefore the risks associated with using the site • familiarise yourself with the processes for reporting misuse of the site • consider carefully who you accept as friends on a social networking site • report to your Headteacher any incidents where a pupil or parent has sought to become your friend through a social networking site • take care when publishing information about yourself and images of yourself on line – assume that anything you release will end up in the public domain • ask yourself about whether you would feel comfortable about a current or prospective employer, colleague, pupil or parent viewing the content of your page • follow school procedures for contacting parents and/or pupils • through your teaching, alert pupils to the risk of potential misuse of social networking sites (where employed in a teaching role)	• spend excessive time utilising social networking sites while at work • accept friendship requests from pupils or parents • put information or images on line or share them with colleagues, pupils, or parents (either on or off site) when the nature of the material may be controversial • post anything that may be interpreted as slanderous towards colleagues, pupils or parents • use social networking sites to contact parents and/or pupils

Cyber-bullying: Practical Advice for School staff

The development of new technologies and systems e.g. mobile phones, email and social networking websites means that bullying is often now taking on a new form; cyber-bullying. Victims of cyber-bullying can experience pain and anxiety as much as traditional forms of bullying, particularly as it can occur outside of the school and school hours, significantly intruding into the personal life of the victim. Whilst it is difficult for schools and teachers to deal with this as they have no direct control over external websites there are a range of actions that school staff can take to reduce the chances of cyber-bullying occurring and actions that can be undertaken where it has already occurred.

The guidelines for Headteachers and Governors in dealing with allegations of bullying or harassment define cyberbullying as "the use of information and communication technologies to threaten, harass, humiliate, defame or impersonate". Cyberbullying may involve email, virtual learning environments, chat room, social networking sites, mobile and landline telephones, digital camera images and game and virtual world sites.

This practical advice supplements the guidelines and provides links to other guidance available to school staff in relation to Cyberbullying.

DOs

- Keep passwords confidential
- Ensure you familiarise yourself with your school's policy for acceptable use of technology, the internet, email and HCC and school intranets.

- Ensure any social site you use has restricted access
- Ensure that you understand how any site you use operates and therefore the risks associated with using the site
- Consider carefully who you accept as friends on a social networking site
- Report to your Headteacher any incidents where a pupil has sought to become your friend through a social networking site
- Check what images and information is held about you online but undertaking periodic searches of social networking sites and using internet search engines
- Take care when publishing information about yourself and images of yourself on line – assume that anything you release will end up in the public domain
- Be aware that any off-duty inappropriate conduct, including publication of inappropriate images and material and inappropriate use of technology could lead to disciplinary action within your employment
- Liaise with your Headteacher and Head/Leader of ICT to remove inappropriate material if it appears on the school website
- Take screen prints and retain text messages, emails or voice mail messages as evidence
- Follow school policies and procedures for e-safety, including access to and use of email and internet
- Follow school procedures for contacting parents and/or pupils
- Only contact pupils and/or parents via school based computer systems
- Keep your mobile phone secure at all times
- Answer your mobile telephone with 'Hello' rather than your name, if the number on the display is unknown to you
- Use a school mobile phone where contact with parents and/or pupils has to be made via a mobile (eg during an educational visit off site)
- Erase any parent or pupil data that is stored on a school mobile phone after use
- Seek support from your manager, professional association/trade union, friend, employee support line as necessary
- Report all incidents of cyberbullying arising out of your employment to your Headteacher
- Report any specific incident on a Safeguarding Concern Form as appropriate
- Provide a copy of the evidence with your Headteacher when you report it and further evidence if further incidents arise
- Seek to have offensive online material removed through contact with the site
- Report any threatening or intimidating behaviour to the police for them to investigate
- Access and use the DCSF guidance on Cyberbullying, specifically the advice on reporting abuse and removal of material/blocking the bully's number/email (see attachment/link below)
- Support colleagues who are subject to cyberbullying

DON'Ts

- Allow any cyberbullying to continue by ignoring it and hoping it will go away
- Seek to return emails, telephone calls or messages or retaliate personally to the bullying
- Put information or images on-line, take information into school, or share them with colleagues, pupils or parents (either on site or off site) when the nature of the material may be controversial
- Accept friendship requests from pupils or parents
- Release your private e-mail address, private phone number or social networking site details to pupils and parents
- Use your mobile phone or personal e-mail address to contact parents and/or pupils
- Release electronically any personal information about pupils except when reporting to parents
- Pretend to be someone else when using electronic communication

- Take pictures of pupils with school equipment without getting parental permission or without being directed to undertake such activity for an appropriate specified purpose
- Take pictures of pupils on your own equipment

Childnet International have produced a document, “Cyberbullying: Supporting School Staff” which is a useful source of reference to all school staff and leaders.
This is available at http://www.childnet.com/ufiles/cyberbullying_teachers.pdf

Further guidance is available to schools in relation to Cyberbullying as a whole school community and specifically in relation to cyberbullying of and by pupils via:
www.teachernet.gov.uk
www.becta.org.uk
www.digizen.org

Appendix 3 – Parents and Carers

Acceptable use of the internet: agreement for parents and carers	
Name of parent/carer: **Name of child:**	
Online channels are an important way for parents/carers to communicate with, or about, our school. The school uses the following channels: • The School App messaging system • The School Website, Calendar and Newsletters • Our Instagram and Twitter feeds	
When communicating with the school via official communication channels, or using private/independent channels to talk about the school, I will: • Be respectful towards members of staff, and the school, at all times • Be respectful of other parents/carers and children • Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure I will not: • Use private groups, the school's Facebook page, or personal social media to complain about or criticise members of staff. This is not constructive and the school can't improve or address issues unless they are raised in an appropriate way • Use private groups, the school's Facebook page, or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. I will contact the school and speak to the appropriate member of staff if I'm aware of a specific behaviour issue or incident • Upload or share photos or videos on social media of any child other than my own, unless I have the permission of the other children's parents/carers	
Signed:	**Date:**

Appendix 4 – Children

ACCEPTABLE USE OF THE SCHOOL'S ICT SYSTEMS AND INTERNET: AGREEMENT FOR PUPILS AND PARENTS/CARERS	
Name of pupil:	
I will read and follow the rules in the acceptable use agreement policy. **When I use the school's ICT systems (like computers) and get onto the internet in school I will:** • Always use the school's ICT systems and the internet responsibly and for educational purposes only • Only use them when a teacher is present, or with a teacher's permission • Keep my usernames and passwords safe and not share these with others • Keep my private information safe at all times and not give my name, address or telephone number to anyone without the permission of my teacher or parent/carer • Tell a teacher (or sensible adult) immediately if I find any material which might upset, distress or harm me or others • Always log off or shut down a computer when I've finished working on it **I will not:** • Access any inappropriate websites including: social networking sites, chat rooms and gaming sites unless my teacher has expressly allowed this as part of a learning activity • Open any attachments in emails, or follow any links in emails, without first checking with a teacher • Use any inappropriate language when communicating online, including in emails • Create, link to or post any material that is pornographic, offensive, obscene or otherwise inappropriate • Log in to the school's network using someone else's details • Arrange to meet anyone offline without first consulting my parent/carer, or without adult supervision **If I bring a personal mobile phone or other personal electronic device into school:** • I will not use it during lessons, tutor group time, clubs or other activities organised by the school, without a teacher's permission • I will use it responsibly, and will not access any inappropriate websites or other inappropriate material or use inappropriate language when communicating online **I agree that the school will monitor the websites I visit and that there will be consequences if I don't follow the rules.**	
Signed (pupil):	**Date:**
Parent/carer's agreement: I agree that my child can use the school's ICT systems and internet when appropriately supervised by a member of school staff. I agree to the conditions set out above for pupils using the school's ICT systems and internet, and for using personal electronic devices in school, and will make sure my child understands these.	
Signed (parent/carer):	**Date:**

ACCEPTABLE USE OF THE SCHOOL'S ICT SYSTEMS AND INTERNET: AGREEMENT FOR STAFF, GOVERNORS, VOLUNTEERS AND VISITORS

Name of staff member/governor/volunteer/visitor:

When using the school's ICT systems and accessing the internet in school, or outside school on a work device (if applicable), I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the school's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the school's network
- Share my password with others or log in to the school's network using someone else's details
- Take photographs of pupils without checking with teachers first
- Share confidential information about the school, its pupils or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote private businesses, unless that business is directly related to the school

I will only use the school's ICT systems and access the internet in school, or outside school on a work device, for educational purposes or for the purpose of fulfilling the duties of my role.

I agree that the school will monitor the websites I visit and my use of the school's ICT facilities and systems.

I will take all reasonable steps to ensure that work devices are secure and password-protected when using them outside school, and keep all data securely stored in accordance with this policy and the school's data protection policy.

I will let the designated safeguarding lead (DSL) and ICT manager know if a pupil informs me they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the school's ICT systems and internet responsibly, and ensure that pupils in my care do so too.

Signed (staff member/governor/volunteer/visitor):	**Date:**

Appendix 6 – Glossary of cyber security terminology

These key terms will help you to understand the common forms of cyber attack and the measures the school will put in place. They are from the National Cyber Security Centre (NCSC) glossary.

TERM	DEFINITION
Antivirus	Software designed to detect, stop and remove malicious software and viruses.
Breach	When your data, systems or networks are accessed or changed in a non-authorised way.
Cloud	Where you can store and access your resources (including data and software) via the internet, instead of locally on physical devices.
Cyber attack	An attempt to access, damage or disrupt your computer systems, networks or devices maliciously.
Cyber incident	Where the security of your system or service has been breached.
Cyber security	The protection of your devices, services and networks (and the information they contain) from theft or damage.
Download attack	Where malicious software or a virus is downloaded unintentionally onto a device without the user's knowledge or consent.
Firewall	Hardware or software that uses a defined rule set to constrain network traffic – this is to prevent unauthorised access to or from a network.
Hacker	Someone with some computer skills who uses them to break into computers, systems and networks.
Malware	Malicious software. This includes viruses, trojans or any code or content that can adversely impact individuals or organisations.
Patching	Updating firmware or software to improve security and/or enhance functionality.
Pentest	Short for penetration test. This is an authorised test of a computer network or system to look for security weaknesses.
Pharming	An attack on your computer network that means users are redirected to a wrong or illegitimate website even if they type in the right website address.
Phishing	Untargeted, mass emails sent to many people asking for sensitive information (such as bank details) or encouraging them to visit a fake website.

TERM	DEFINITION
Ransomware	Malicious software that stops you from using your data or systems until you make a payment.
Social engineering	Manipulating people into giving information or carrying out specific actions that an attacker can use.
Spear-phishing	A more targeted form of phishing where an email is designed to look like it's from a person the recipient knows and/or trusts.
Trojan	A type of malware/virus designed to look like legitimate software that can be used to hack a victim's computer.
Two-factor/multi-factor authentication	Using 2 or more different components to verify a user's identity.
Virus	Programmes designed to self-replicate and infect legitimate software programs or systems.
Virtual private network (VPN)	An encrypted network which allows remote users to connect securely.
Whaling	Highly- targeted phishing attacks (where emails are made to look legitimate) aimed at senior people in an organisation.