

COMMUNICATION POLICY



All reference to personnel includes both paid employees and volunteers.

The aim of this policy is to:

- Set standards for the management of information and communications
- Ensure compliance with the requirements of the Data Protection Act, Human Rights Act and Public Interest Disclosure Act and with all other relevant legislation including the General Data Protection Regulation (GDPR).
- Set standards for the use of telephone communications, use of the internet, e-mail and mobile phones
- Explain the consequences for you and the Company if personnel fail to follow this policy.

If personnel fail to follow Anglia Care Trust's Communication Policy, they may be liable to disciplinary action. In serious cases, such action may include dismissal. Breaches of policy could also lead to civil or criminal action against personnel or the organisation.

This policy may be modified at any time and changes must be complied with as soon as they have been made available.

Confidentiality

Whilst working for Anglia Care Trust, personnel may have access to and use information relating to Service Users, suppliers, other members of personnel, other third parties and the business itself. You should adhere to the Anglia Care Trust Confidentiality Policy at all times.

Telephones

Anglia Care Trust telephone systems, both land lines and mobile phones, should be used for business purposes only. In the event of a personal emergency, you may use an Anglia Care Trust telephone, but you should be aware that all lines are itemised and monitored on a monthly basis. Where a company mobile has been allocated to a member of personnel for business purposes, we will use the call data received from the supplier for the purpose of recharging non business calls.

The provision of a company mobile phone is to enable personnel to be contacted whilst out of the office and working on behalf of Anglia Care Trust. Wherever possible, calls should be made to and from a landline unless you are advised otherwise,

for example where a mobile phone contract with a supplier enables free calls to landlines or other mobile networks from mobile phones.

Use of data on mobile phones should be minimised and used for work purposes only. Wherever possible and where required, data should be downloaded when WIFI access is available.

The provision of a mobile phone will be on a loan basis and must be returned along with its charger and instructions when the member of personnel ceases to be employed by the company. If the phone is not returned, the cost will be deducted from final salary payment for paid employees.

Calls to “Premium Rate” numbers, prefixed 09, are specifically prohibited and calls to “directory enquiries” style services prefixed 118 are discouraged except in an emergency.

All staff should set a PIN to lock your mobile phone. For ease of access, please ask the Business Support team to tell you the PIN that we wish you to use to ensure Anglia Care Trust can access the phone if required.

Passwords and access to systems

You will only be given access to those systems and data areas that are necessary to do your job. This is to prevent misuse of our systems and to avoid inadvertent changing of data. Changes to authority levels are managed by Service Managers and must be authorised by either the Director of Business Support or the Director of Operations. The IT support providers cannot change access levels without proper authorisation.

Keep your password safe – do not write it down where someone else could find it. Never share a password with someone else – if you need access to a new system ask your line manager to arrange a new password for you.

For most systems you will be able to choose your own passwords – you should use a password at least 8 characters long. Avoid things that are easy to guess (e.g. MANUTD, car registrations, family names) and repeated characters (e.g.cccccc). Personnel are not permitted to use another member of personnel’s password to log on to the computer system, whether or not they have that employee’s permission. If personnel log on to the network using someone else’s password, he or she will be liable to disciplinary action, up to and including summary dismissal for gross misconduct for paid employees.

Any member of personnel who discloses his or her password to another employee will be liable to disciplinary action.

If you forget your password, your line manager will need to contact the Director of Business Support or the IT support providers to have the password re-set. A password will not be re-set without the proper authorisation.

Use of Photography and Film

Anglia Care Trust will only ever take photographs or film of Service Users with their explicit knowledge and consent. Written consent will be obtained prior to images being taken. Such consent will contain full information of the purposes/usage of images. Where a Service User is under the age of 18, we will obtain consent from parents/carers/guardians. Images will be stored on an encrypted and password protected computer system and only those with relevant need will have access to them. Anyone using images for any other purpose than that consent was sought for will be subject to disciplinary action.

E-Mail and Internet

The use of e-mail within Anglia Care Trust, whether internal or external, is encouraged as appropriate use facilitates speedy communications and improves efficiency. However, e-mail used inappropriately can cause many problems ranging from minor distractions to potential legal claims against Anglia Care Trust. Wherever possible and appropriate, we would encourage personnel to make direct contact with individuals rather than communicating by email.

- Be careful how you word e-mails, it is easy to offend
- Avoid excessive use of email – it can waste time and a telephone call can be more effective
- Clear your e-mail folders, only keeping those that are needed in line with GDPR
- Never open an attachment unless it is from a legitimate business source about business
- Take care when forwarding or copying emails that you wish the recipient to see all the content
- Familiarise yourself with the Egress Switch encrypted email system and use this whenever the subject matter warrants it inline with GDPR requirements.

Internet access is provided for business use, though it may be used for personal reasons in your own time (e.g. lunch break). However do not:

- Send, download, display or disseminate material that insults, causes offence or harasses others
- Access or download sexually explicit or potentially offensive material. If you do you may face dismissal for gross misconduct
- Engage in on line chat rooms or gaming
- Encourage or accept “friend requests” or contact from service users on social networking sites
- Forward electronic chain letters or similar material
- Access multi-media pages such as video or sound files
- Install any program (including screensavers) from the Internet.

Only the IT Support providers should load programmes onto Anglia Care Trust’s computers. This is to ensure that all software we use is properly licensed and that it does not cause problems with other programmes. Routine monitoring of e-mail traffic

and internet access takes place to protect our systems and to ensure that they are not open to abuse. An automated monitoring and detection process is used for the purpose of detecting viruses.

Post

You must not send any personal mail at Anglia Care Trust's expense. Incoming mail addressed to you may be opened by an authorised person in your absence.

Marketing and Information Literature

Anglia Care Trust has specific formats for the production of such literature, including but not limited to:

- Layout
- Use of photographic images
- Font style and size
- Colour and Branding
- Agreed design & print suppliers.

If you wish to send any marketing or information literature to an external party, you must get this approved through the Business Support Team before sending out.

Monitoring

Anglia Care Trust reserves the right to introduce monitoring from time to time. Before doing so, we will:

- Identify the purpose for which the monitoring is to be introduced
- Ensure that the type and extent of monitoring is limited to what is necessary to achieve that purpose
- Consult with affected personnel in advance of introducing the monitoring
- Weigh up the benefits the monitoring is expected to achieve against the impact it may have on personnel and the business.

Anglia Care Trust will ensure personnel are aware of when, why and how monitoring is to take place and the standards they are expected to achieve. If disciplinary action results from information gathered through monitoring, the member of personnel will be given the opportunity to see or hear the information in advance of the disciplinary hearing and make representations about it.

Anglia Care Trust will ensure data collected through monitoring is kept secure and access is limited to authorised individuals. Information obtained by monitoring will only be used for the purposes for which it was originally collected and will only be kept on personnel files where it relates to criminal activity or misconduct.

Date of next review – October 2019