

## IT Network, Email and Internet Use Policy

### 1. Background

Set out below is DOCTORDOCTOR's IT Network, Email and Internet Use Policy. This is an updated policy that you should read, understand and accept prior to using the DOCTORDOCTOR IT Network.

### 2. Purpose

This Policy is intended to maximise the usefulness of computers within the company. If used properly, e-mail can be a great way to communicate and the Intranet/Internet can be an invaluable source of key business information. However, if improperly used, such tools can lead to unnecessary costs, misunderstanding or even legal action.

In particular, the aims of this Policy include:

- o Maintenance of the integrity, confidentiality and security of DOCTORDOCTOR information
- o Control of exposure to computer viruses for DOCTORDOCTOR, customers and other parties
- o Protection of DOCTORDOCTOR from a legal perspective
- o Guidance on what constitutes misuse of e-mail and Internet resources
- o Information on the ramifications for staff from misuse of e-mail and Internet facilities

### 3. Scope

All individuals using DOCTORDOCTOR's computing facilities, whether doctors, employees, contractors or external individuals associated with performing operations on behalf of DOCTORDOCTOR, shall be made aware of, agree to, and act in accordance with this Policy.

### 4. General Conditions of Use

Before using the DOCTORDOCTOR network, e-mail or Internet access every user will need to have read, understood and agreed to the terms of this Policy. *An account application form requiring sign-off to this condition shall be completed for all new accounts*

**Access to the DOCTORDOCTOR network, e-mail and the Internet is provided for use in relation to the commercial business of DOCTORDOCTOR and its businesses. Incidental private use is permitted but this is subject to strict control. Abuse of this privilege may be regarded as misconduct.**

E-mail and the Internet must not be used for personal business including but not limited to the following: advertising services or products for sale, commercial ventures, religious groups, political parties or any other outside organisations.

**All e-mails created, sent, forwarded, stored or printed using the company's assets are the company's property. The company reserves the right to inspect any e-mail at any time without notice.**

### 5. Security

All users must agree to ensure:

- o their passwords are not divulged under any circumstances
- o their user account/computer is logged off or shut down before leaving their terminal unattended for an extended period of time and at completion of work each day
- o they do not attempt to gain unauthorized access to another user's account under any circumstances
- o all received executable files are scanned and assessed for any form of malicious code (viruses) and particularly if they were obtained other than through the DOCTORDOCTOR network
- o any file being sent is scanned and assessed for malicious code prior to being transmitted
- o the transfer of any commercially sensitive information is not undertaken via the Internet unless protected by an encryption facility approved by IT Services

## 6. Passwords

To assist in protecting the integrity of the DOCTORDOCTOR IT Network the following password guidelines need to be followed:

- your password must be at least 8 characters long
- your password must be **alphanumeric**  
ie. contain a combination of characters (A-Z) and numbers (0-9) only
- you may have spaces in your password
- your password **must NOT contain punctuation characters**
- your password should **not be something easily guessed**
- you should change your password regularly. From time to time IT Services may configure the system to prompt you to change your password
- you should not divulge your password under any circumstances, or if you believe another party has found out your password, you should change it immediately

## 7. Prohibited Use

It is prohibited for any user to display, access or transmit:

- Offensive, defamatory, discriminatory or harassing material
- Material containing ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs
- Sexually explicit or other offensive images or jokes
- Unlicensed copyright material
- Non- business related video, image or sound files
- Any message which would be deemed unlawful pursuant to the applicable law of any governing jurisdiction
- Confidential client information without specific written authorisation
- Company confidential, proprietary or trade secret information outside DOCTORDOCTOR without specific written authorisation from an Executive

## 8. DOCTORDOCTOR IT Services Support Centre

DOCTORDOCTOR operates a centralised IT Support Service to manage and support all IT and Telecommunications infrastructure within the company and any issues that may arise from their use. If a user experiences an issue that can not be resolved through support provided by staff within the centre, they must ensure the issue is logged.

- Fax      XXXXXXXX
- Phone   XXXXXXXXXX

## 9. Email Use

Used appropriately email can be of great assistance in general business communications. However, the following points should be considered when creating a message:

- You should not send large attachments ie; greater than 2 Mb
- If you send emails with attachments to large number of recipients it is likely to impact on the speed of delivery
- You should be aware that once sent email is an un-secure form of communications and your message may be read by others it is not intended to.
- Delays in the delivery of emails outside of the company can occur due to a variety of potential reasons associated with the message using the 'internet' as the mode of communication. .
- You should be aware that all email addresses of any recipient is available to any of the recipients for further communications.

#### 10. Email Spam and Viruses

While DOCTORDOCTOR provides systems to protect against email spam and viruses, there remains potential that new viruses can evade such protection systems at any time. To assist in the protection of the DOCTORDOCTOR IT network against these attacks, all users must play an active part, by **immediately deleting** any 'suspicious' emails or files received and by **logging an urgent issue** if it appears a computer is infected. If you have any concerns regarding the potential compromise of the DOCTORDOCTOR IT network via a virus attack you should contact the DOCTORDOCTOR IT Services Support Centre immediately – XXXXXXXXX

#### 11. Email Disclaimer

In certain circumstances, e-mail has the same legal status as written correspondence on company letterhead. Therefore, please ensure that the content of your message cannot be misconstrued and that there is nothing unlawful about the transmission or content of your message.

The following disclaimer is required for all messages that go outside the organisation. The email disclaimer is automatically appended to all external company email communications.

*"This transmission is for the intended addressee only and is confidential information. If you have received this transmission in error, please delete it and notify the sender or forward the message to info@DoctorDoctoret.com.au. The contents of this e-mail are the opinion of the writer only and are not endorsed by DOCTORDOCTOR unless expressly stated otherwise.*

*DOCTORDOCTOR do not represent that this communication (including any files attached) is free from computer viruses or other faults or defects. It is the responsibility of any person opening any files attached to this communication to scan those files for computer viruses."*

#### 12. Email Signatures

It is a good idea to append a signature to messages, especially those to people with whom you do not correspond regularly. Most modern e-mail software has a facility to allow you to store an "auto-signature" which can be automatically appended to each message.

#### 13. Updates to Policy

A copy of this policy is located on the DOCTORDOCTOR Intranet. If DOCTORDOCTOR needs to update this policy in the future (for example to ensure compliance with government legislation or regulation), the updated policy will be distributed to the DOCTORDOCTOR Intranet and the Resource Bank.