

INTERNET AND EMAIL POLICY

Complete Health at Crossways recognises the practice team requires access to email and the internet to assist in the efficient and safe delivery of healthcare services to our patients.

Complete Health at Crossways supports the right of staff to have access to reasonable personal use of the internet and email communications in the workplace using the devices and networks provided by the practice.

This policy sets out guidelines for acceptable use of internet and email by the practice team, contractors and other staff of Complete Health at Crossways. Internet and email is provided primarily to assist the team carry out their duties of employment.

Scope

This internet and email policy applies to the practice team, contractors and other staff of Complete Health at Crossways who access the internet and email on practice owned devices, including, but not limited to desktop computers, laptops, ipads, desk phones, smartphones and other devices used to perform your work.

Use of the internet by the practice team, contractors and other staff is permitted and encouraged where this supports the goals and objectives of Complete Health at Crossways. Access to the internet is a privilege and the practice team, contractors and other staff must adhere to this policy.

Violation of these policies could result in:

- disciplinary and/or legal action
- termination of employment
- the practice team, contractors and other staff being held personally liable for damages caused by any violations of this policy]

All employees are required to confirm they have understood and agree to abide by this email and internet policy. Complete Health at Crossways requires all new employees and Contractors to sign off on this policy prior to commencement of employment or contract.

The practice team, contractors and other staff may use the internet and email access provided by Complete Health at Crossways for:

- any work and work-related purposes
- limited personal use
- more extended personal use under specific circumstances (see below)

Limited personal use of email and internet

Limited personal use is permitted where it:

- infrequent and brief use
- does not interfere with the duties of the practice team, contractors and other staff
- does not interfere with the operation of your general practice
- does not compromise the security of your general practice
- does not impact on your general practice electronic storage capacity
- does not decrease your general practice network performance (eg large email attachments can decrease system performance and potentially cause system outages)
- does not incur any additional expense for your general practice
- does not violate any legislation
- does not compromise any confidentiality requirements of your general practice

Examples of what could be considered reasonable personal use could be included in your policy and could include:

- conducting a brief online bank transaction
- paying a bill
- sending a brief personal email, similar to making a brief personal phone call]

Unacceptable internet and email use

The practice team, contractors and other staff may not use internet or email access provided by Complete Health at Crossways for activities such as:

- creating or exchanging messages that are offensive, harassing, obscene or threatening
- visiting web sites containing objectionable (including pornographic) or criminal material
- exchanging any confidential or sensitive information held by your general practice
- creating, storing or exchanging information in violation of copyright laws
- using internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities
- creating or exchanging advertisements, solicitations, chain letters and other unsolicited or bulk email
- playing electronic or online games in work time.