



Gulf English School

eSafety and Data Security

Guidance Policies for ICT Acceptable Use

Department: ICT Team

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Introduction

ICT in the 21st Century is seen as an essential resource to support learning and teaching, as well as playing an important role in the everyday lives of children, young people and adults. Consequently, schools need to build in the use of these technologies in order to arm our young people with the skills to access life-long learning and employment.

Information and Communications Technology covers a wide range of resources including; web-based and mobile learning. It is also important to recognise the constant and fast paced evolution of ICT within our society as a whole. Currently the internet technologies children and young people are using both inside and outside of the classroom include:

- Websites
- Learning Platforms and Virtual Learning Environments
- E-mail and Instant Messaging
- Chat Rooms and Social Networking
- Blogs and Wikis
- Podcasting
- Video Broadcasting
- Music Downloading
- Gaming
- Mobile/ Smart phones with text, video and/ or web functionality
- Other mobile devices with web functionality

Whilst exciting and beneficial both in and out of the context of education, much ICT, particularly web-based resources, are not consistently policed. All users need to be aware of the range of risks associated with the use of these Internet technologies.

At Gulf English School we understand the responsibility to educate our pupils on eSafety issues; teaching them the appropriate behaviours and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies, in and beyond the context of the classroom.

Schools hold personal data on learners, staff and other people to help them conduct their day-to-day activities. Some of this information is sensitive and could be used by another person or criminal organisation to cause harm or distress to an individual. The loss of

sensitive information can result in media coverage, and potentially damage the reputation of the school. This can make it more difficult for your school to use technology to benefit learners.

Everybody in the school has a shared responsibility to secure any sensitive information used in their day to day professional duties and even staff not directly involved in data handling should be made aware of the risks and threats and how to minimise them.

Both this policy and the Acceptable Use Agreement (for all staff, governors, visitors and pupils) are inclusive of both fixed and mobile internet; technologies provided by the school (such as PCs, laptops, personal digital assistants (PDAs), tablets, webcams, whiteboards, voting systems, digital video equipment, etc); and technologies owned by pupils and staff, but brought onto school premises (such as laptops, mobile phones, camera phones, PDAs and portable media players, etc).

Authorised ICT staff may inspect any ICT equipment owned or leased by the School at any time without prior notice. If you are in doubt as to whether the individual requesting such access is authorised to do so, please ask for their identification badge and contact their department. Any ICT authorised staff member will be happy to comply with this request.

ICT authorised staff may monitor, intercept, access, inspect, record and disclose telephone calls, e-mails, instant messaging, internet/intranet use and any other electronic communications (data, voice or image) involving its employees or contractors, without consent, to the extent permitted by law. This may be to confirm or obtain School business related information; to confirm or investigate compliance with School policies, standards and procedures; to ensure the effective operation of School ICT; for quality control or training purposes, or to prevent or detect crime.

All monitoring, surveillance or investigative activities are conducted by ICT authorised staff.

Please note that personal communications using School ICT may be unavoidably included in any business communications that are monitored, intercepted and/or recorded.

Breaches

A breach or suspected breach of policy by a School employee, contractor or pupil may result in the temporary or permanent withdrawal of School ICT hardware, software or services from the offending individual.

Any policy breach is grounds for disciplinary action in accordance with the School Disciplinary Procedure.the owner company

Incident Reporting

Any security breaches or attempts, loss of equipment and any unauthorised use or suspected misuse of ICT must be immediately reported to the school's head teacher or director. Additionally, all security breaches, lost/stolen equipment or data (virus

notifications, unsolicited emails, misuse or unauthorised use of ICT and all other policy non-compliance must be reported to your Head of ICT .Please refer to the relevant section on Incident Reporting, eSafety Incident Log & Infringements.

Computer Viruses

- All files downloaded from the Internet, received via e-mail or on removable media (e.g. floppy disk, CD) must be checked for any viruses using school provided anti-virus software before using them
- Never interfere with any anti-virus software installed on school ICT equipment that you use
- If your machine is not routinely connected to the school network, you must make provision for regular virus updates through your IT team
- If you suspect there may be a virus on any school ICT equipment, stop using the equipment and contact your ICT support provider immediately. The ICT support provider will advise you what actions to take and be responsible for advising others that need to know

Data Security

The accessing and appropriate use of school data is something that the school takes very seriously.

Security

- The School gives relevant staff access to its Intranet with a unique ID and password
- It is the responsibility of everyone to keep passwords secure
- Staff are aware of their responsibility when accessing school data
- Staff have been issued with the relevant guidance documents and the Policy for ICT Acceptable Use
- Staff keep all school related data secure. This includes all personal, sensitive, confidential or classified data
- Staff should avoid leaving any portable or mobile ICT equipment or removable storage media in unattended vehicles. Where this is not possible, keep it locked out of sight
- Staff should always carry portable and mobile ICT equipment or removable media as hand luggage, and keep it under your control at all times
- It is the responsibility of individual staff to ensure the security of any personal,

sensitive, confidential and classified information contained in documents faxed, copied, scanned or printed. This is particularly important when shared copiers (multi-function print, fax, scan and copiers) are used

Anyone expecting a confidential/sensitive fax, should have warned the sender to notify before it is sent.

Impact Levels and Protective Marking

- Appropriate labelling of data should help GES secure data and so reduce the risk of security incidents

Senior Information Risk Owner (SIRO)

The SIRO is a senior member of staff who is familiar with information risks and the school's response. Typically, the SIRO should be a member of the senior leadership team and have the following responsibilities:

- they own the information risk policy and risk assessment
- they act as an advocate for information risk management

Any information that is sensitive needs to be protected. This will include the personal data of learners and staff; such as assessment records, medical information and special educational needs data.

E-Mail

The use of e-mail within most schools is an essential means of communication for both staff and pupils. In the context of school, e-mail should not be considered private. Educationally, e-mail can offer significant benefits including; direct written contact between schools on different projects, be they staff based or pupil based, within school or international. We recognise that pupils need to understand how to style an e-mail in relation to their age and good network etiquette, 'netiquette'. In order to achieve ICT level 4 or above, pupils must have experienced sending and receiving e-mails.

Managing e-Mail

- The school gives all staff their own e-mail account to use for all school business as a work based tool This is to minimize the risk of receiving unsolicited or malicious e-mails and avoids the risk of personal profile information being revealed
- It is the responsibility of each account holder to keep the password secure. For the safety and security of users and recipients, all mail is filtered and logged; if necessary e-mail histories can be traced. The school email account should be the account that is used for all school business
- Under no circumstances should staff contact pupils, parents or conduct any school business using personal e-mail addresses

- The school requires a standard disclaimer to be attached to all e-mail correspondence, stating that, 'the views expressed are not necessarily those of the school or the owner company. The responsibility for adding this disclaimer lies with the account holder
- All e-mails should be written and checked carefully before sending, in the same way as a letter written on school headed paper
- Staff sending e-mails to external organisations, parents or pupils are advised to cc. the Head teacher, line manager or designated account
- Pupils may only use school approved accounts on the school system and only under direct teacher supervision for educational purposes
- You should therefore actively manage your e-mail account as follows:
 - Delete all e-mails of short-term value
 - Organise e-mail into folders and carry out frequent house-keeping on all folders and archives
- The following pupils have their own individual school issued accounts (***list groups of children or individuals***), all other children use a class/ group e-mail address
- The forwarding of chain letters is not permitted in school. However the school has set up a dummy account (***specify address***) to allow pupils to forward any chain letters causing them anxiety. No action will be taken with this account by any member of the school community
- All pupil e-mail users are expected to adhere to the generally accepted rules of netiquette particularly in relation to the use of appropriate language and not revealing any personal details about themselves or others in e-mail communication, or arrange to meet anyone without specific permission, virus checking attachments
- Pupils must immediately tell a teacher/ trusted adult if they receive an offensive e-mail
- Staff must inform their line manager if they receive an offensive e-mail
- Pupils are introduced to e-mail as part of the ICT Scheme of Work
- However you access your school e-mail (whether directly, through webmail when away from the office or on non-school hardware) all the school e-mail policies apply
- The use of Hotmail, or any other Internet based webmail service for sending, reading or receiving business related e-mail is not permitted

Sending e-Mails

- If sending e-mails containing personal, confidential, classified or financially sensitive data to external third parties or agencies, refer to the Section E-mailing Personal, Sensitive, Confidential or Classified Information
- Use your own school e-mail account so that you are clearly identified as the originator of a message
- Keep the number and relevance of e-mail recipients, particularly those being copied, to the minimum necessary and appropriate
- Do not send or forward attachments unnecessarily. Whenever possible, send the location path to the shared drive rather than sending attachments
- An outgoing e-mail greater than ten megabytes (including any attachments) is likely to be stopped automatically. This size limit also applies to incoming e-mail
- School e-mail is not to be used for personal advertising

Receiving e-Mails

- Check your e-mail regularly
- Activate your 'out-of-office' notification when away for extended periods
- Use the 'Delegation' facility within your e-mail software so that your e-mail can be handled by someone else while you are not at work (if available within your software)
- Never open attachments from an untrusted source; Consult your network manager first.
- Do not use the e-mail systems to store attachments. Detach and save business related work to the appropriate shared drive/folder
- The automatic forwarding and deletion of e-mails is not allowed

E-mailing Personal, Sensitive, Confidential or Classified Information

- Assess whether the information can be transmitted by other secure means before using e-mail - e-mailing confidential data is not recommended and should be avoided where possible
- The use of Hotmail, yahoo or any other Internet based webmail service for sending e-mail containing sensitive information is not permitted
- Where your conclusion is that e-mail must be used to transmit such data:

- Obtain express consent from your manager to provide the information by e-mail
- Exercise caution when sending the e-mail and always follow these checks before releasing the e-mail:
 - Verify the details, including accurate e-mail address, of any intended recipient of the information
 - Verify (by phoning) the details of a requestor before responding to e-mail requests for information
 - Do not copy or forward the e-mail to any more recipients than is absolutely necessary
- Do not send the information to any body/person whose details you have been unable to separately verify (usually by phone)
- Send the information as an encrypted document **attached** to an e-mail
- Provide the encryption key or password by a **separate** contact with the recipient(s)
- Do not identify such information in the subject line of any e-mail
- Request confirmation of safe receipt

Equal Opportunities

Pupils with Additional Needs

The school endeavours to create a consistent message with parents for all pupils and this in turn should aid establishment and future development of the schools' eSafety rules.

However, staff are aware that some pupils may require additional teaching including reminders, prompts and further explanation to reinforce their existing knowledge and understanding of eSafety issues.

Where a pupil has poor social understanding, careful consideration is given to group interactions when raising awareness of eSafety. Internet activities should be planned and well managed for these children and young people.

eSafety

eSafety - Roles and Responsibilities

As eSafety is an important aspect of strategic leadership within the school, the Head has ultimate responsibility to ensure that the policy and practices are embedded and monitored. Senior Management are updated by the Head/ of IT and have an understanding of the issues and strategies at our school in relation to local and national guidelines and advice.

This policy, supported by the school's acceptable use agreements for staff, governors, visitors and pupils, is to protect the interests and safety of the whole school community. It

is linked to the following school policies: health and safety, and behaviour/pupil discipline (including the anti-bullying) policy and PSHE

safety in the Curriculum

ICT and online resources are increasingly used across the curriculum. We believe it is essential for eSafety guidance to be given to the pupils on a regular and meaningful basis. eSafety is embedded within our curriculum and we continually look for new opportunities to promote eSafety.

- The school has a framework for teaching internet skills in ICT lessons
- The school provides opportunities within a range of curriculum areas to teach about eSafety
- Educating pupils on the dangers of technologies that maybe encountered outside school is done informally when opportunities arise and as part of the eSafety curriculum
- Pupils are taught about copyright and respecting other people's information, images, etc through discussion, modeling and activities
- Pupils are aware of the impact of Cyberbullying and know how to seek help if they are affected by any form of online bullying. Pupils are also aware of where to seek advice or help if they experience problems when using the internet and related technologies; i.e. parent/ guardian, teacher/ trusted staff member.
- Pupils are taught to critically evaluate materials and learn good searching skills through cross curricular teacher models, discussions and via the ICT curriculum

eSafety Skills Development for Staff

- Our staff should receive regular information and training on eSafety issues in the form of staff briefing notes)
- New staff receive information on the school's acceptable use policy as part of their induction
- All staff have been made aware of individual responsibilities relating to the safeguarding of children within the context of eSafety and know what to do in the event of misuse of technology by any member of the school community (see enclosed flowchart)
- All staff are encouraged to incorporate eSafety activities and awareness within their curriculum areas

Managing the School eSafety Messages

- We endeavor to embed eSafety messages across the curriculum whenever the internet and/or related technologies are used

- The eSafety policy will be introduced to the pupils at the start of each school year
- eSafety posters will be prominently displayed Incident Reporting, eSafety Incident Log & Infringements

Incident Reporting

Any security breaches or attempts, loss of equipment and any unauthorised use or suspected misuse of ICT must be immediately reported to the school’s Head of ICT or line manager. Additionally, all security breaches, lost/stolen equipment or data (virus notifications, unsolicited emails, misuse or unauthorised use of ICT and all other policy non-compliance must be reported to your the Head and Head of ICT,

eSafety Incident Log

Some incidents may need to be recorded in other places if they relate to a bullying or racist

‘School name’ **eSafety Incident Log**

Details of ALL eSafety incidents to be recorded by the eSafety Coordinator. This incident log will be monitored termly by the Headteacher, Member of SLT or Chair of Governors. Any incidents involving Cyberbullying should be recorded on the ‘Integrated Bullying and racist Incident Record Form 2’

Date & time	Name of pupil or staff member	Male or Female	Room and computer/ device number	Details of incident (including evidence)	Actions and reasons

incident.

**Misuse and Infringements
 Complaints**

Complaints and/ or issues relating to eSafety should be made to the HOD ICT or Headteacher. Incidents should be recorded.

Inappropriate Material

- All users are aware of the procedures for reporting accidental access to inappropriate materials. The breach must be immediately reported to the ICT teacher or HOD ICT.
- Deliberate access to inappropriate materials by any user will lead to the incident being logged depending on the seriousness of the offence; investigation by the Head teacher and involvement of Head Office possibly leading to dismissal

Internet Access

The internet is an open communication medium, available to all, at all times. Anyone can view information, send messages, discuss ideas and publish material which makes it both an invaluable resource for education, business and social interaction, as well as a potential risk to young and vulnerable people. Whenever any inappropriate use is detected it will be followed up.

Managing the Internet

- The school maintains students who will have supervised access to Internet resources (where reasonable) through the school's fixed and mobile internet technology
- Staff will preview any recommended sites before use
- Raw image searches are discouraged when working with pupils
- If Internet research is set for homework, specific sites will be suggested that have previously been checked by the teacher. It is advised that parents recheck these sites and supervise this work. Parents will be advised to supervise any further research

Internet Use

- You must not post personal, sensitive, confidential or classified information or disseminate such information in any way that may compromise its intended restricted audience
- Don't reveal names of colleagues, customers or clients or any other confidential information acquired through your job on any social networking site or blog
- On-line gaming is not allowed

- Our school also employs some additional web filtering which is the responsibility of **Ministry of Communication.**
- Staff and pupils are aware that school based email and internet activity can be monitored and explored further if required
- The school does not allow pupils access to internet logs
- The school uses management control tools for controlling and monitoring workstations
- If staff or pupils discover an unsuitable site, the screen must be switched off/ closed and the incident reported immediately to the e teacher as appropriate
- It is the responsibility of the school, by delegation to the network manager, to ensure that Anti-virus protection is installed and kept up-to-date on all school machines
- Pupils and Staff using personal removable media are responsible for measures to protect against viruses, for example making sure that additional systems used have up-to-date virus protection software. It is not the school's responsibility nor has the network manager to install or maintain virus protection on personal systems. If pupils wish to bring in work on removable media it must be given to the **(technician/teacher)** for a safety check first
- Pupils and staff are not permitted to download programs or files on school based technologies without seeking prior permission from **(the Head teacher/technician/ICT subject leader)**
- If there are any issues related to viruses or anti-virus software, the network manager should be informed.

Managing Other Web 2 Technologies

Web 2, including social networking sites, if used responsibly both outside and within an educational context can provide easy to use, creative, collaborative and free facilities. However it is important to recognise that there are issues regarding the appropriateness of some content, contact, culture and commercialism. To this end, we encourage our pupils to think carefully about the way that information can be added and removed by all users, including themselves, from these sites.

- At present, the school endeavors to deny access to social networking sites to pupils within school
- All pupils are advised to be cautious about the information given by others on sites,

for example users not being who they say they are

- Pupils are taught to avoid placing images of themselves (or details within images that could give background details) on such sites and to consider the appropriateness of any images they post due to the difficulty of removing an image once online
- Pupils are always reminded to avoid giving out personal details on such sites which may identify them or where they are (full name, address, mobile/ home phone numbers, school details, IM/ email address, specific hobbies/ interests)
- Our pupils are advised to set and maintain profiles on such sites to maximum privacy and deny access to unknown individuals
- Pupils are encouraged to be wary about publishing specific and detailed private thoughts online
- Our pupils are asked to report any incidents of bullying to the school
- Staff may only create blogs, wikis or other web 2 spaces in order to communicate with pupils using the LA Learning Platform or other systems approved by the Head teacher

Parental Involvement

- We believe that it is essential for parents/ guardians to be fully involved with promoting eSafety both in and outside of school and also to be aware of their responsibilities. We regularly consult and discuss eSafety with parents/ guardians and seek to promote a wide understanding of the benefits related to ICT and Parents/ guardians are asked to read through and sign acceptable use agreements on
- The school disseminates information to parents relating to eSafety where appropriate in the form of;
 - Information and celebration evenings
 - Posters
 - Website
 - Newsletter items
 - Learning platform training

Passwords and Password Security

Passwords

- Always use your own personal passwords to access computer based services
- Make sure you enter your personal passwords each time you logon. Do not include passwords in any automated logon procedures
- Staff should change temporary passwords at first logon
- Change passwords whenever there is any indication of possible system or password compromise
- Do not record passwords or encryption keys on paper or in an unprotected file
- Only disclose your personal password to authorised ICT support staff when necessary, and never to anyone else. Ensure that all personal passwords that have been disclosed are changed once the requirement is finished
- Passwords must contain a minimum of six characters and be difficult to guess
- User ID and passwords for staff and pupils who have left the School are removed from the system

If you think your password may have been compromised or someone else has become aware of your password report this to your ICT support team

Password Security

Password security is essential for staff, particularly as they are able to access and use pupil data. Staff are expected to have secure passwords which are not shared with anyone. The pupils are expected to keep their passwords secret and not to share with others, particularly their friends. Staff and pupils are regularly reminded of the need for password security.

- All users read and sign an Acceptable Use Agreement to demonstrate that they have understood the school's e-safety Policy and Data Security
- Users are provided with an individual network, email, Learning Platform and Management Information System (where appropriate) log-in username. From **Year X** they are also expected to use a personal password and keep it private
- Pupils are not allowed to deliberately access on-line materials or files on the school network, of their peers, teachers or others
- Staff are aware of their individual responsibilities to protect the security and confidentiality of school networks, MIS systems and/or Learning Platform, including

ensuring that passwords are not shared and are changed periodically Individual staff users must also make sure that workstations are not left unattended and are locked.

- Due consideration should be given when logging into the Learning Platform to the browser/cache options (shared or private computer)
- In our school, all ICT password policies are the responsibility of **the ICT manager** and all staff and pupils are expected to comply with the policies at all times

Zombie Accounts

Zombie accounts refers to accounts belonging to users who have left the school and therefore no longer have authorised access to the school's systems. Such Zombie accounts when left active can cause a security threat by allowing unauthorised access.

- Ensure that all user accounts are disabled once the member of the school has left
- Prompt action on disabling accounts will prevent unauthorized access
- Regularly change generic passwords to avoid unauthorized access (Microsoft® advise every 42 days)

Personal Information Promise

This promise which is shown below.

The personal information promise is:

1. value the personal information entrusted to us and make sure we respect that trust;
2. adopt good practice standards;
3. consider and address the privacy risks first when we are planning to use or hold personal information in new ways, such as when introducing new systems;
4. be open with individuals about how we use their information and who we give it to;
5. make it easy for individuals to access and correct their personal information;
6. keep personal information to the minimum necessary and delete it when we no longer need it;
7. have effective safeguards in place to make sure personal information is kept securely and does not fall into the wrong hands;
8. provide training to staff who handle personal information and treat it as a

disciplinary matter if they misuse or don't look after personal information properly;

9. put appropriate financial and human resources into looking after personal information to make sure we can live up to our promises; and
10. regularly check that we are living up to our promises and report on how we are doing

Personal or Sensitive Information

Protecting Personal, Sensitive, Confidential and Classified Information

- Ensure that any School information accessed from your own PC or removable media equipment is kept secure
- Ensure you lock your screen before moving away from your computer during your normal working day to prevent unauthorised access
- Ensure the accuracy of any personal, sensitive, confidential and classified information you disclose or share with others
- Ensure that personal, sensitive, confidential or classified information is not disclosed to any unauthorised person
- Ensure the security of any personal, sensitive, confidential and classified information contained in documents you fax, copy, scan or print. This is particularly important when shared copiers (multi-function print, fax, scan and copiers) are used and when access is from a non-school environment
- Only download personal data from systems if expressly authorised to do so by your manager
- You must not post on the internet personal, sensitive, confidential, or classified information, or disseminate such information in any way that may compromise its intended restricted audience
- Keep your screen display out of direct view of any third parties when you are accessing personal, sensitive, confidential or classified information
- Ensure hard copies of data are securely stored and disposed of after use in accordance with the document labeling

Storing/Transferring Personal, Sensitive, Confidential or Classified Information Using Removable Media

- Ensure removable media is purchased with encryption

- Store all removable media securely
- Securely dispose of removable media that may hold personal data
- Encrypt all files containing personal, sensitive, confidential or classified data
- Ensure hard drives from machines no longer in service are removed and stored securely or wiped clean

Remote Access

- You are responsible for all activity via your remote access facility
- Only use equipment with an appropriate level of security for remote access
- To prevent unauthorised access to School systems, keep all dial-up access information such as telephone numbers, logon IDs and PINs confidential and do not disclose them to anyone
- Select PINs to ensure that they are not easily guessed, e.g. do not use your house or telephone number or choose consecutive or repeated numbers
- Avoid writing down or otherwise recording any network access information. Any such information that is written down must be kept in a secure place and disguised so that no other person will be able to identify what it is
- Protect School information and data at all times, including any printed material produced while using the remote access facility. Take particular care when access is from a non-School environment

Systems and Access

- You are responsible for all activity on school systems carried out under any access/account rights assigned to you, whether accessed via school ICT equipment or your own PC
- Do not allow any unauthorised person to use school ICT facilities and services that have been provided to you
- Use only your own personal logons, account IDs and passwords and do not allow them to be used by anyone else
- Keep your screen display out of direct view of any third parties when you are accessing personal, sensitive, confidential or classified information
- Ensure you lock your screen before moving away from your computer during your normal working day to protect any personal, sensitive, confidential or otherwise

classified data and to prevent unauthorised access

- Ensure that you logoff from the PC completely when you are going to be away from the computer for a longer period of time
- Do not introduce or propagate viruses
- It is imperative that you do not access, load, store, post or send from school ICT any material that is, or may be considered to be, illegal, offensive, libelous, pornographic, obscene, defamatory, intimidating, misleading or disruptive to the school or may bring the school into disrepute. This includes, but is not limited to, jokes, chain letters, files, emails, clips or images that are not part of the school's business activities; sexual comments or images, nudity, racial slurs, gender specific comments, or anything that would offend someone on the basis of their age, sexual orientation, religious or political beliefs, national origin, or disability
- It is essential that any hard drives which may have held personal or confidential data are 'scrubbed' in way that means the data can no longer be read.