

NORTH VIEW Housing Association

North View is a recognised Scottish charity – charity registration number SC032963

POLICY

Employee Usage of (North View's) Information and Communication Technology

Passed:-	22/04/2026	Review Date:-	March 2031
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All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 Developments in information and communication technology (ICT) has greatly facilitated internal and external communication. These communication tools, however, have the potential to be misused and are vulnerable to security breaches.
- 1.2 The aim of this policy is to provide guidelines and set out the principles that govern the use of information and communication technology (ICT) facilities provided by North View Housing Association.
- 1.3 This policy covers all persons who use the Association's information technology communication technologies (including but not limited to landline telephone, mobile telephone, computers, laptops, internet and social media) All users are expected to comply with the terms and conditions of this policy.

2.0 Policy

- 2.1 The ICT resources provided by North View are 'Association property' and are provided for use in undertaking the Association's business. Employees are responsible for the physical safety of equipment they use and must treat this with due care. Where damage is either purposeful or a result of gross carelessness, an employee may be liable to pay for the replacement or repairs of the equipment. The information created by individual staff members and stored on North View's property also belongs to the Association.
- 2.2 Employees may not use ICT resources for illegal or immoral purposes. The Association will provide information about any of its employees or information stored in the Association's IT systems by an employee, to the Police in connection with the investigation or prosecution of criminal or civil matters.

NORTH VIEW HOUSING ASSOCIATION

29A Stravanan Road, Castlemilk, GLASGOW G45 9LY

Tel:- 0141 634 0555 Fax:- 0141 631 3231

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- 2.3 The Association reserves the right to remove any information, software or other content or material accessed or provided through the use of email and internet facilities which:
- are potentially illegal;
 - could subject the Association to liability;
 - in violation of this policy.
- 2.4 Employees must not download, create, email, post, transmit, re-transmit, install or store material that:
- is unlawful;
 - is defamatory, indecent, obscene, threatening or which could adversely affect any individual, group or entity;
 - violates the rights of any person, including rights protected by copyright, trade secret, patent or intellectual property loss;
 - not appropriately licensed by the employee;
 - has not been virus checked by the Association's antivirus software;
 - is harmful, or non-approved, software or programmes.
- 2.5 Employees are expected to carry out relevant training and operate ICT equipment with due care and attention.

3.0 Personal use of landline and mobile phones

- 3.1 Employees are expected to use the telephone for the duties they are employed to undertake. However, the Association recognises that it is sometimes necessary and reasonable for employees to use the telephone for personal calls. To this end, employees are allowed to make and receive personal calls as long as they are necessary, reasonable and small in number. Personal calls should be kept short and to the point.
- 3.2 Employees must not make or receive personal calls in the presence of members of the public and where possible, should endeavour to restrict personal calls to personal time (i.e. lunchtime).
- 3.3 Employees are personally responsible for exercising this privilege. The Association may withdraw this privilege to individual employees at any time if the policy is being abused.

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4.0 Mobile phones

- 4.1 All members of staff will be issued with a mobile phone for them to use for Association business. The contract will provide adequate data and call allowance to carry out job roles. Where excessive usage is identified, the employee will be liable to pay any non-work-related calls or data usage.
- 4.2 For health and safety reasons, staff should not leave the Office whilst on the Association business without a mobile phone.
- 4.3 The use of a company mobile phone whilst driving is strictly forbidden unless used in conjunction with an appropriate hands free kit.

5.0 Email and Internet

- 5.1 All emails are the Association's property, whether they relate to business or private matters. All emails may be read as part of routine monitoring to ensure compliance with this policy.
- 5.2 Email is not a secure method of communication and it is possible that messages may be delivered or otherwise seen and read by someone other than the intended recipient. Staff members should, therefore, be careful when transmitting commercially sensitive information (for example, personnel records or tender documents).
- 5.3 Employees who have access to email and the internet must keep personal use to a reasonable level (e.g. comparable to the above policy on telephone use). Personal internet use must only be during personal time (for example. lunch break).

6.0 Monitoring

- 6.1 The Association may from time to time monitor employees' use of ICT resources. This will be done to:
- assist in establishing facts which need to be known for a specific purpose;
 - investigate any suspected or alleged criminal activity;
 - ensure the Association's systems work effectively (including the prevention of virus infiltration);
 - determine any suspected or alleged abuse of this policy.

7.0 Breach of this policy

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- 7.1 Any breach of this policy will be subject to investigation and dealt with in accordance with the Association's disciplinary procedures.
- 7.2 If any employee feels that acceptable or reasonable use of IT and communication facilities are being unfairly denied, they can raise the matter in accordance with the Grievance Procedures.

End

reviews and amendments

27/2/08	-	Policy established
30/9/15	-	Policy reviewed
19/3/21	-	Policy reviewed
22/4/26	-	Policy reviewed

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