

Information Systems and Communications Policy

1) General Information

- a) The purpose of this policy is to establish the expectations of the North American Maritime Ministry Association (NAMMA) for users of its information systems and electronic communications.
- b) NAMMA's information systems are critical to the service that NAMMA provides. The misuse of those systems could have a serious impact upon the success and efficiency of NAMMA's operations and may even leave NAMMA and its employees open to legal claims in serious cases of misuse.
- c) This document sets out the standards that users of NAMMA's information systems are expected to observe and clarifies what NAMMA deems to be appropriate use of computer, email, internet and telephone systems. Individuals using NAMMA's information systems are required to maintain standards of honesty and integrity at all times, ensuring that they only use the systems that they have been authorized to use.

2) Ownership

- a) NAMMA's computer and information systems are wholly the property of NAMMA and are to be used for the benefit of NAMMA in conducting its business. These systems include all provided hardware, such as desktop computers, laptop computers, terminals, printers, modems, tablets, mobile phones, and software.
- b) All NAMMA-related data, files, or information that are contained and stored on NAMMA's information systems or are transmitted by and through those systems, including word processing files, email, voicemail messages, or database files, are and remain the sole property of NAMMA and should be accessed only for official NAMMA business. No NAMMA-related data, files, or information entered, retained or transmitted is, or shall be deemed to be, the individual or personal property of the author or employee.

3) Authorized Use

- a) Use of NAMMA's information systems for personal purposes which do not involve a material use of resources, impose any additional cost or expense on NAMMA, or violate any of NAMMA's workplace policies, is permitted, subject at all times to the availability of resources.
- b) Unauthorised review, access, damage, alteration or deletion of any file, document, message, program or other information contained in any information system without a business need, unauthorized dissemination or unauthorized use of

passwords, or other damage to any of NAMMA's information systems, are improper uses of those systems and amount to violations of this code.

- c) NAMMA's information systems may not be used for any illegal activity, or for any activity that violates any of NAMMA's workplace policies or is inappropriate for NAMMA. Communications that defame or disparage NAMMA, its board officers or members, employees or any other person or entity, are strictly prohibited.

4) Confidential Documents

- a) NAMMA employees and representatives have both an express and an implied contractual duty to maintain confidentiality at all times when granted access to any information that may be considered confidential.

5) Email Etiquette

- a) Email is a vital business tool and aids in the conduct of NAMMA's business. NAMMA's email equipment and messages created, sent or received via that equipment are and remain NAMMA's property and NAMMA reserves the right to access and disclose the contents of all such messages.
- b) Incidental and occasional personal use of NAMMA's email system is permitted.
- c) Email is an informal method of communication and should be treated with care. Emails sent by NAMMA have the same legal effect as if it were sent on NAMMA's letterhead; and as such employees should refrain from communicating compromising information in an email to an intended recipient. Email communication must be dealt with in the same professional manner as a fax, memo or letter. Email messages may be subpoenaed in legal proceedings and emails in your inbox or archive are retrievable. Incorrect or improper email communication could potentially give rise to legal liability for NAMMA.
- d) Sending or forwarding email messages that display sexually explicit images or any other inappropriate use of NAMMA's information systems that harass or defame or that have the effect of harassing or defaming anyone or any group based on their race, creed, color, national origin, gender, age, disability, sexual orientation, religion, marital status, or citizenship or any other characteristics protected by applicable law is strictly prohibited.

6) NAMMA's Rules for Email:

- a) In order to protect NAMMA, all users of the information systems must abide by the following when using email:
 - i) Do not send email attachments unless you know the recipient has the necessary software to access them.
 - ii) Do not copy or transmit the works of others without their permission as this might infringe on copyright rules and lead to potential legal liability for NAMMA.

- iii) Any message received from or sent to someone outside NAMMA that might be relevant to a subsequent contractual dispute must be saved.
- iv) Avoid sending email replies in anger – delay the email or use the telephone. Messages must be polite and must not include material that anyone, whether the recipient or anyone else, may consider offensive, such as sexist or racist remarks. This applies to both internal and external emails.
- v) The use of email in any way as part of private commercial business is forbidden.
- vi) The automatic “Out of Office” reply to incoming emails should be activated if an employee or representative will be absent from the office for an extended period of time.
- vii) Incoming emails should be addressed in a timely and polite manner, ensuring that all emails receive an acknowledgement within 24 hours. An “Out of Office” response is an acceptable response.

7) Internet Access

- a) If NAMMA employees or representatives are granted access to the internet for business purposes:
 - i) Personal use of the internet, which uses additional NAMMA resources, should be kept to a minimum;
 - ii) Should not be detrimental to NAMMA in any way;
 - iii) Should not be in breach of any term or condition of employment, or any of NAMMA’s workplace policies;
 - iv) Should not place the employee or representative or NAMMA in breach of statutory or other legal obligations, and
 - v) Any attempt to gain access to the internet through NAMMA’s information systems by use of a colleague’s rights of access without NAMMA’s consent or authorization will be considered an abuse of this policy and may be subject to disciplinary action and/or termination.
- b) Use of NAMMA’s information systems to access inappropriate internet sites or to access sites that would violate any of NAMMA’s workplace policies is strictly forbidden. Accessing internet sites or downloading information available from the internet including, but not limited to, information which is pornographic, sexual, violent or racist, is graphic or inflammatory in nature, frivolous, vexatious or trivial, blasphemous, scandalous or otherwise abusive or offensive in any way to members of staff and NAMMA’s clients or customers will be considered gross misconduct, as will use of the internet for betting or sending or receiving chain letters, and may be subject to disciplinary action and/or termination.

8) Blogging and social network sites

- a) If employees set up personal web logs (‘blogs’) or participate in social network sites in their own time via the internet then the following NAMMA rules must be observed:

- i) NAMMA does not permit employees to write about their work in any way without authorization. The exception to this is that you may refer to your place of work on LinkedIn.com or similar mechanisms for maintaining business contacts.
- ii) You must not breach the law, disclose NAMMA secrets, breach copyright, defame NAMMA or its suppliers, customers or employees, or disclose personal data or information about any individual that could breach any relevant state, federal, national or international data protection acts.
- iii) Any information that is confidential or proprietary to NAMMA or to any third party that has disclosed information to NAMMA shall not be disclosed.
- iv) If employees or representatives choose to write about work, even without identifying NAMMA by name, it may still be possible for readers to discern the employer's identity. Individuals should always be conscious of their duty as employees to act in good faith and in the best interests of their employer under the law.

9) **Mobile Phones**

- a) Employees who hold NAMMA funded mobile phones are reminded that the mobile phone is NAMMA property, but ultimate liability for its misuse rests with the user. Calls made or text messages/images sent from the mobile phone are to be treated in the same way as email. Specifically, employees should not access, store or distribute any offensive or inappropriate material with the mobile phone. Non-adherence to this rule will result in disciplinary action and/or termination.
- b) When travelling abroad on business, employees should be mindful that roaming charges vary considerably and are generally expensive. Every effort should be made to minimize costs during that time and employees should aim to:
 - i) Turn off data roaming whenever possible.
 - ii) Use a secure Wi-Fi hotspot wherever possible.
 - iii) Purchase a local SIM card for any extended overseas period.
- c) Staff may be asked to justify monthly bills.
- d) NAMMA reserves the right to make the appropriate deductions from payroll for any amounts in excess of the monthly budgeted amount. Staff may be asked to justify specific single call charges.
- e) By law mobile phones can only be used when connected to a "hands free" unit while driving. NAMMA will make provision for this if required.
- f) Upon resignation or termination of employment, or at any time upon request, the employee must return the equipment to NAMMA along with all associated accessories and user manuals.

10) Copyright

- a) Employees or representatives may not use NAMMA's information systems in any way that may infringe any party's copyright or intellectual property rights.
- b) As it is illegal to make or distribute copies of copyrighted material without authorization, the copying of any copyrighted material, including programs, off of or onto NAMMA's information systems, unless this material is properly licensed for such use, is prohibited. If there is any question concerning licensing or other copyright issues, please contact NAMMA's Executive Director.

11) Security and Software

- a) Employees or representatives should not delete, destroy, or modify existing systems, programs, information, or data which could adversely affect NAMMA business.
- b) Caution must be taken if installing or downloading any software from external sources. This includes programs, instant messaging programs, screensavers, graphics, files, cartoons, photos, video clips and music files.
- c) Employees or representatives must not knowingly introduce computer viruses to NAMMA's information systems. Doing so is a criminal offense and will be treated as an act of gross misconduct, leading to disciplinary action and/or termination.
- d) Employees or representatives should take care when opening emails from unknown external sources or an email that appears suspicious (*i.e.*, if its file name ends in .exe).
- e) If employees or representatives use laptops or Wi-Fi-enabled equipment outside the office, they must be particularly vigilant and take any precautions required by management from time to time against security breaches of information that is confidential to NAMMA's business and/or which is subject to data protection legislation.

12) Security and Passwords

- a) Employees or representatives are responsible for the security of equipment allocated to or used by them and they must not allow that equipment to be used by anyone other than themselves in accordance with this policy.
- b) Passwords are unique to each user and must be changed regularly to ensure confidentiality. Passwords must remain confidential and must not be made available to anyone else. Upon termination of employment, employees or representatives must provide details of relevant passwords to their direct superior. It is important not to use any information data within a password.
- c) If issued with a laptop, tablet or mobile phone, employees or representatives must ensure that it is kept secure at all times, especially when travelling. Passwords

must be used to secure access to data kept on such equipment to ensure that confidential data is protected in the event that the machine is lost or stolen. Basic safety rules when using such equipment, for example not using or displaying it obviously in isolated or dangerous areas, must be observed.

13) Data Protection

- a) It is NAMMA's policy to comply with all laws regulating computers and data protection. It is therefore important that employees or representatives limit exposure to risk through careless practices with regard to the use of data or inappropriate or illegal use of software.
- b) If supplied with computer equipment, employees or representatives are responsible for the security of software or data stored either on their own systems or other systems that can be accessed remotely. Employees or representatives are only authorized to use systems and have access to information that is relevant to their jobs. They should neither seek information nor use systems outside of this criterion. They should not save information relating to another individual's personal details, sensitive information, information that is marked "private" or "confidential," or any other data not in the public domain.
- c) Any mobile IT equipment (such as laptops, tablets, phones, mobile phones, electronic organizers, *etc.*) in the possession of employees or representatives containing any sensitive, personal, or private data should be transported, used, and stored securely in order to limit loss, theft, and unauthorized data access. Such equipment should be securely locked and protected by a password in order to limit unauthorised data access.

14) Personal Data

- a) Information stored on NAMMA's information systems relates to individuals. As such, that information is deemed to be sensitive and must be protected to the best of employees or representatives and NAMMA's ability. Access to this information must be strictly controlled. It is important that proper controls are implemented to make sure that employees or representatives access only what is essential for their jobs.
- b) Personal information should not be distributed to external organizations or individuals without the prior consent of the individual in question, and no information should be distributed if such distribution would infringe NAMMA's policies or agreements.
- c) Emails and online data may contain personal information, some of which may be sensitive personal information. NAMMA, in accordance with this policy, may access and/or process that data. In addition, NAMMA may use the information obtained and any other personal data provided by employees or representatives, to ensure their personal details are available in the case of emergency, monitor equal opportunities, process payroll and undertake other processing (*i.e.* in relation to performance management) as may be necessary. They acknowledge

that by signing the Statement and Terms of Conditions relating to their employment with NAMMA they give their consent to the use of this information as outlined above. NAMMA confirms that any information held of a sensitive nature is treated with the utmost confidentiality.

15) Consequences of Non-Compliance

- a) Failure to observe this, or any NAMMA policy, or misuse of NAMMA's information systems in any other way, may result in disciplinary action up to and including termination, with or without notice, and/or legal action if warranted.
- b) Misuse of the internet or email system may constitute a criminal offense. If employees or representatives view, access, transmit, or download any inappropriate material or use the following facilities it will amount to gross misconduct, and may lead to disciplinary action and/or termination:
 - i) Pornographic material (writings, pictures, films, or video clips of a sexually explicit or arousing nature).
 - ii) Offensive, obscene or criminal material or material which is likely to cause embarrassment to NAMMA, its board, officers or employees.
 - iii) False and defamatory statements about any person or organization.
 - iv) Material which is discriminatory, offensive, derogatory or may cause embarrassment to others.
 - v) Confidential information about NAMMA, other employees, clients or suppliers.
 - vi) Any statement which is likely to create a liability (whether criminal or civil) for you and/or for NAMMA.
 - vii) Material breach of copyright
 - viii) Online gambling
 - ix) Chain letters
- c) If evidence of misuse is found, NAMMA will undertake a detailed investigation involving the examination and disclosure of monitoring records. If necessary, such information will be provided to the proper authorities in connection with a criminal investigation.
- d) NAMMA will prevent employees or representatives from using its information systems pending the outcome of any internal investigation.

16) Employee/Representative Agreement

I understand that I am required to:

- i) Behave in a manner which is consistent with NAMMA policies.
- ii) Maintain standards of honesty and integrity in all business dealings conducted by way of NAMMA's information systems and NAMMA's policies.
- iii) Comply with legal requirements at all times consistent with NAMMA's policies
- iv) Use only authorized access to the information systems consistent with NAMMA's policies.
- v) Comply with this Code of Practice and all policies relating to use of information systems issued by NAMMA as amended.

Printed Name _____

Signed _____ Date _____
