

**ALBERTA BEACH
VILLAGE POLICIES**

POLICY: G.3.2 EMAIL & INTERNET USE POLICY

Overview: Alberta Beach understands the importance of technology resources to enhance the operations of the Village. This policy sets out standards to regulate the use of hardware, software and personal devices while representing Alberta Beach.

1. PURPOSE

The purpose of this policy is to set out guidelines and to promote a high level of responsible behaviour in connection with the use of Alberta Beach Internet and email technology resources. This policy is meant to accomplish the following goals:

- a) To protect the reputation and resources of Alberta Beach, its customers, and the Internet/e-mail communities at large, from irresponsible or illegal activities;
- b) To ensure privacy, security and reliability of Alberta Beach's network and systems as well as the systems of Alberta Beach's clients and taxpayers;
- c) To establish guidelines for the acceptable use of Alberta Beach's IT resources;
- d) To define generally those actions which are considered abusive and prohibited; and
- e) To outline procedures for handling and reporting abuse of email and internet use to Alberta Beach.

2. SCOPE

This policy also applies to:

- a) All Electronic Messages created, received and maintained, under the custody and control of, or destroyed by Alberta Beach Council, Staff, or Agents from the effective date of this Policy;
- b) All Alberta Beach Staff, Councillors and Agents who have an electronic messaging account on an Alberta Beach IT resource system; and
- c) The use of personal email and other messaging systems where Alberta Beach business is conducted.

3. POLICY STATEMENT

Information technology resources are provided to Council Members, Staff and Agents to enhance the communication and productivity of Village operations, and to aid Council Members in addressing the needs and concerns of their constituents.

- a) Council Members, Staff and Agents are expected to use information technology resources (personal or otherwise) in an appropriate manner as defined in this Policy.
- b) Any use of Alberta Beach's IT resources that violates this Policy will be considered to be misconduct. Violations may be reviewed and may result in action being taken, up to and including loss of use of Alberta Beach's technology resources, seeking restitution, civil action, criminal prosecution, termination, or any combination thereof.

3.1 General Policy Principles

This Policy is based on the following principles:

- a) Alberta Beach recognizes that electronic messaging systems are everywhere in today's world and an integral part of sharing information and making decisions;
- b) Alberta Beach is mandated, through the *Municipal Government Act*, R.S.A. 2000, Chapter M-26 and the *Freedom of Information and Protection of Privacy Act*, R.S.A.

2000, Chapter F-25 thereto with and any amendments respect to the access to, gathering, use and disclosure of information, to preserve the Records in its custody and control;

- c) Records that are created, received, stored and transmitted via electronic messaging systems may qualify as Official Records, and in those cases must be retained by Alberta Beach; and
- d) Electronic messages that qualify as Official Records must be maintained.

3.2 Alberta Beach's e-mail and Internet resources are business systems for use by authorized Alberta Beach staff to conduct legitimate Village business only. Use of internet/e-mail connection for any purpose that is not related to Village business is prohibited during working hours. Some incidental and occasional personal use of these systems is permitted during regularly scheduled breaks subject to the sections below.

3.3 Although Alberta Beach respects the privacy of its staff, employee privacy does not extend to the staff's use of Alberta Beach's e-mail and Internet systems. Internet and e-mail use may be monitored from time to time, without notice, to evaluate customer service and to determine how the system is being used. Alberta Beach staff should not expect privacy when using IT resources. All monitoring of electronic systems shall be conducted by the CAO or designate who will log and audit Internet usage to ensure compliance with this policy. All IT resource communications and information downloaded from the Internet constitute municipal property.

4. **DEFINITIONS**

"Agent" shall include Alberta Beach Campground Managers, Alberta Beach Development Officer and any other person who has been given an Alberta Beach email account.

"Alberta Beach" shall mean the Municipal Corporation of Alberta Beach.

"Alberta Beach Staff" or **"staff"** means any individual employed or contracted by Alberta Beach. For the purposes of this Policy, this also includes Members of Council who are generally excluded from this definition and overall consideration in this Policy, except where they create, receive, or maintain electronic message Records that relate to Village matters. In those specific cases, Members of Council may be interpreted as "Alberta Beach Staff" insofar as this Policy is concerned.

"Electronic Message" means any form of information or Record created, stored on, received, or transmitted through an electronic or digital messaging system, along with any attachments (e.g., word processing documents, PDFs, etc.). Electronic messages include emails, text messages, personal messages (Short Messages Service or PINs), voicemails and messages via applications (e.g., Skype, Facebook, Messenger, and Twitter). Under applicable legislation, Electronic Messages can constitute Records as defined by this Policy.

"IT Resources" includes all: computer software, hardware and equipment owned or issued by the Village, including desktops, laptops, tablets, notebooks, servers or smart phones; telephones (including IP, cellular or traditional phones), and other audio/voice devices and networks, including voicemail; video conferencing systems and equipment; scanners, printers and fax machines and peripheral devices and removable media associated with the computer (such as USB drives, CDs, DVDs, etc.); transmission methods and services employed or contracted by the Village; computer hardware and equipment, including wired, wireless and cellular networks,

whether accessed from within the Village's premises or elsewhere; Internet and e-mail systems; data, information and other work products such as computer programs, databases, spreadsheets, etc., created and/or maintained in using these IT resources; and Municipal related data and information that is accessed, stored, created, processed, transmitted or filed in a personal electronic device.

"Members of Council" includes any elected official of Alberta Beach and any other individual Council Members have authorized to access and use Village technology resources on their behalf.

"Misconduct" any use of the Village's IT resources that violates this policy.

"Official Record" means a record that documents a business transaction, activity or decision and had enduring value. Official Records may set policy or procedures, or be required for legislative, regulatory, legal, fiscal or operational purposes. Examples of Official Records are documents that: initiate, authorize, approve or complete a business transaction; provide advice or recommendations to support decisions; commit Alberta Beach to an action or expenditure; or relate to interactions or communications with external third parties.

"Record" means information and documentation created, modified and/or received by Alberta Beach during the course of business operations, and that is kept, used and maintained for a period of time. A Record may be in physical or electronic format or some other medium and will be handled in accordance with the categorization assigned to them.

"Transitory Record" means a Record that does not document a business transaction, activity or decision and has only temporary value. Transitory Records do not set policy or procedures, and are not required for legislative, regulatory, legal, fiscal or operational purposes. Documents that are needed for a limited time to complete a routine action or to prepare an Official Record are considered transitory and can be destroyed when the accuracy or completeness of the action has been verified or deemed correct. Some examples include the following: personal messages, miscellaneous notices, messages on upcoming special events, minor administrative details, convenience or duplicate copies of Official Records, publications and manuscripts, unsolicited advertising, and preliminary drafts which do not introduce significant changes in preparation of a final document and do not document official decisions.

5. **GUIDELINES FOR USE OF ALBERTA BEACH IT RESOURCES**

5.1 **General Principles**

a) **Use:**

Village technology resources must be used only for their intended purpose, as described in the Guidelines for Use related to this Policy.

b) **Complying with Existing Laws and Village Policies:**

Technology resources must be used in activities in compliance with all applicable laws or regulations, including without limitation those at the federal, provincial, municipal levels; those civil laws in force between vendor and purchaser of technology resources, or any and all Village policies.

c) **Freedom of Information/Protection of Privacy:**

Village technology resources are to be used in a manner consistent with the provisions of the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, Chapter F-25 thereto with and any amendments respect to the access to, gathering, use and disclosure of information.

- i. Councillors and Staff shall not use information gained through their positions for any private or personal benefit or gain.
- d) **Preserving Assets:**
Village technology resources are valuable assets. Technology resource users are expected to exercise reasonable care to prevent abuse to or excessive wear of Village technology resources.
- e) **Internet\Email Safety:**
Do not open, download, or execute any unexpected or suspicious files or email attachments unless you know what it is and can verify the sender's email, even if it appears to come from a friend or someone you know. If in doubt, call the sender to verify.
 - i. These files or attachments may execute a disguised program (malware, adware, spyware, virus, etc.) that could damage or steal your data.
 - ii. Never share passwords or login information, except as outlined in this policy.
- f) **Email Addresses:**
Alberta Beach email addresses are issued for all departments. Alberta Beach Council Members will have the option of being issued an Alberta Beach email address to conduct village business and to have their contact information posted on the village website and listed on their business cards. Alberta Beach email addresses issued to Councillor's will be de-activated once they no longer serve on Council.
- g) **Email Passwords:**
All passwords created by users or issued by the Village for any village email address account must be submitted to the CAO to keep on file with the exception of Council email addresses. Councillors will be responsible for their individual email accounts and Councillors no longer serving on Council will have their email address de-activated.
- h) **Electronic Communications:**
All files and electronic communications, including email, Internet and web content systems, created on, generated by or transmitted through the village's IT Resources are deemed to be the property of Alberta Beach. In addition, any village related data and information that is accessed, stored, created, processed, transmitted or filed in a personal electronic device or personal electronic messaging is deemed to be the property of Alberta Beach.

5.2 Use of Village Technology Resources for Personal Purposes

Occasional or incidental personal use of Village technology resources is permitted, provided such use does not:

- a) Violate any aspect of this policy;
- b) Adversely affect the availability of Village technology resources for the Village's business purposes;
- c) Adversely affect an individual's performance of duties and responsibilities;
- d) Include business activities (i.e. profit and not-for-profit) unrelated to municipal services;
- e) Include accessing information for personal gain or advantage that the average citizen could not obtain from the Village.

5.3 Internet (Web) Access with Village IT Resources

Members of Council and Staff have a responsibility to use technology resources including the Internet in a professional, lawful and ethical manner. Alberta Beach believes that the interests of the Village with respect to its Internet presence are best served by maintaining

professional rules of conduct. The use of Internet for unlawful purposes including, but not limited to, copyright infringement, forgery, impersonation, and computer tampering (e.g. spreading viruses) is strictly prohibited.

5.4 Uses

In addition to specific examples outlined in other sections of this Policy, unacceptable use of Village technology resources includes, but is not limited to, knowingly or intentionally doing or allowing any of the following:

Accessing, displaying, uploading, downloading, viewing, reading, transmitting, circulating, saving, storing, distributing or possessing any form of material of a nature that is pornographic or sexual; obscene, lewd, offensive, or harassing; promotes violence, hatred, abuse or neglect.

6. Guidelines for use of Personal Devices

6.1 Use of Personal Devices and/or electronic messaging for Village Duties & Responsibilities:

- a) All electronic transmissions of records, including personal information, shall be in compliance with the *Freedom of Information and Protection of Privacy Act*, R.S.A. 2000, Chapter F-25 and any amendments thereto Freedom of Information and Protection of Privacy Act and any applicable Village policies, procedures, and standards.
- b) Private messaging services (ie. Messenger or personal email accounts etc) being used for council business are subject to FOIP.
- c) Although Alberta Beach respects the privacy of Council Members and its employees, Council and employee privacy does not extend to Council's and employee's use of Alberta Beach's e-mail and Internet systems. All email communications and information downloaded from the Internet constitute municipal property.

7. Responsibilities

The Chief Administrative Officer (CAO) or designate is responsible for administering this policy within the standards established.

DEPARTMENT: ALL DEPARTMENTS AND COUNCIL

ADOPTED AND APPROVED BY COUNCIL: SEPTEMBER 21, 2021

RESOLUTION #142-21