



COMMUNITY AND GOVERNMENT SERVICES

ACCEPTABLE E-MAIL & INTERNET USAGE POLICY

Introduction

The use of e-mail and Internet has become an essential business tool used by the Government of Nunavut (GN) that requires conscientious management by way of reasoned policy approach that balances the innovative and productive use of Internet resources against inappropriate use.

1. PRINCIPLES

This policy is based on the following principles:

- To establish guidelines and minimum requirements governing the acceptable use of email and Internet resources.
- Establish and maintain compliance with this policy helps protect the GN and the employee, without compromising the productive use of e-mail and Internet as a mechanism for business communication.
- CGS is committed to the Inuit Qaujimajatuqangit principles of Pijitsirniq (to serve), Angiqatigiiniq (arriving at a decision through discussion), and Piliriqatigiiniq (working together).

2. APPLICATION

This policy applies to all departments, agencies and employees of the Government of Nunavut, and those contracted to provide services to the GN.

This policy applies to all users of government systems (hereinafter “users”) whether or not that access and usage is from GN premises or elsewhere. It is intended that it meet the requirements of the Collective Agreement(s) between the Government of Nunavut and the Nunavut Employee Union (NEU). It covers, but is not limited to: e-mail, web-browsing, remote access, file transfer, program or equipment installation, password protection and instant messaging. This policy also governs the use of social networking sites by employees and contractors within the GN network.

3. DEFINITIONS

The following terms apply to this policy:

3.1 GN Information

Refers to any work product and data classified to be GN property in any form of a record as defined in the *Access to Information and Protection of Privacy Act, Records Management Act* or *Archives Act*.

3.2 Work Product

This consists of, but is not limited to, information including any government record created and developed in the course of employment or contractual engagement with the GN. Such work products become the property of the GN immediately upon its development.

3.3 GN Employees

3.3 a This includes indeterminate employee, term employee, casual employee, part-time employee, seasonal employee, relief employee employed by the GN.

3.3 b Contractors employed by the GN are not classified as employees, however they must abide by this policy.

3.4 Authority, Authorized and Unauthorized

Refer to the permission granted by the government's Corporate Chief Information Officer, the Director Government Information and Planning and the Director Information Communication and Technology, Department of Community and Government Services (CGS).

4. PROVISIONS

General

- It is the responsibility of the employee to protect the confidentiality of their account and password information.
- The GN provides network services, including e-mail and Internet access for business purposes. The services shall be used in a manner which protects system resources and the information stored therein, and which is consistent with the provision of ethical, courteous and professional service to the citizens of Nunavut.
- The integrity of government networks and system resources is critical to the provision of that public service and accordingly the government of Nunavut automatically monitors their access, performance, reliability, and security.

- The GN has an obligation to protect its information and personal information by making reasonable security arrangements against unauthorized access, collection, use disclosure or disposal of information and records under its control.
- Users should be aware that authorized requests under the *Access to Information and Protection of Privacy Act*, the *Criminal Code of Canada*, or during the government's maintenance and system administration routines required to ensure reliability, traffic flow and to exercise due diligence against liability for misuse, may require the disclosure of the contents of any document or email, to appropriate authorities.
- Some non-business use of GN network, e-mail, and Internet is provided for in Article 14 of the GN-NEU Collective Agreement. That use is also subject to this policy.
- All messages generated on or handled by the government's e-mail systems including back-up copies, are considered to be the property of the government, not the property of the user.
- The GN is the final arbiter on what is or is not offensive material, or what is or is not acceptable use of its network Internet and e-mail services
- All Internet and e-mail access will be terminated once the GN employment ceases.
- The GN will not forward the contents of an individual's e-mail inbox/outbox after the term of their employment, without Deputy Minister approval.

Acceptable Use

The use of GN Internet and e-mail resources imposes certain responsibilities and obligations on all users. Acceptable use must be ethical and demonstrate respect for GN intellectual property, ownership of information, network system security, and individuals' rights to privacy and confidentiality, freedom from intimidation, harassment, and unwanted annoyance.

Appropriate use constitutes:

- Communicating with fellow employees, and GN clients within the context of an individuals assigned responsibility
- Use for job-related activities including educational and professional development that would help in an employee's role, task or responsibility

Unacceptable Use

Internet usages are those that conform to the purpose, goals and mission of the GN and to each user's job responsibilities. The following list, although not exhaustive, provides examples of unacceptable use:

4.1 Security A user of the service shall not:

- Break, or attempt to break, the security of any government computer, system, software, or network;
- Share or reveal anyone's password or access credentials, including one's own, or attempt to access any account or data without the authorized right to do so;
- Download from the Internet, or upload from any other medium, any software program, batch file, or other executable code, or connect any equipment to a government network, without authorization from the government's Informatics Planning and Services Division;
- Engage in any activity that intentionally restricts, disrupts or degrades the government's ability to deliver a service, including, but not limited to, the transfer of such large amounts of material as to deliberately inhibit the performance of a service;
- Knowingly post, transmit or otherwise distribute a virus, bug, malicious code, "Trojan horse", "worm" or other harmful or disruptive data;
- Engage in an activity which does or may serve to violate generally accepted standards of Internet conduct and usage, including but not limited to: the use of insulting language known as 'flaming'; denial of service attacks; web page defacement; port and network scanning; and any unauthorized system penetrations.

4.2 Content A user of the service shall not:

- Post, transmit or otherwise distribute material which is unlawful, harassing, libelous, defamatory, racial, profane, abusive, threatening, harmful, vulgar, obscene, sexually suggestive, hateful, invasive of another's privacy, or otherwise objectionable;
- Distribute or provide access to data or information which is protected by copyright or other intellectual property rights, without attribution to the rights of the holder(s);
- Post, transmit or otherwise distribute messages constituting "spam" including unsolicited non-work-related e-mail messages, inappropriate postings to news groups, false commercial messages, junk mail and chain mail;
- Deliberately access inappropriate Internet sites including those that contain sexually explicit or pornographic material, gambling activities, or materials which could be considered harassing, degrading, or discriminatory by others;

- Provide access to confidential information belonging to the GN without appropriate authorization, or provide access to personal information, as defined in the *Access to Information and Privacy Act*, except in accordance with proper authorization under that legislation;
- Engage in any activity which, regardless of the purpose, constitutes appropriation of another person's identity;
- Indicate affiliation with the GN without appropriate authorization.

4.3 Records A user of the service shall not:

- Delete or deny access to government records, including e-mail messages, or fail to apply appropriate storage, retention and disposition methods to electronic records as required under the *Access to Information and Protection of Privacy Act*, *Record Management Act*, *Archives Act* and any other policies or guidelines that apply to government records send, forward, transmit or save any GN emails, information, records or work products to a private personal e-mail account (e.g. Hotmail, Gmail, Yahoo Mail, etc.) as a means of accessing this information from home.

4.4 Program Partners

Where Non-Government agencies, Crown Corporations and other outside program partners sometimes need to distribute their program information to affected GN employees, such messages remain subject to the same rules that affect all system use.

Review Period

This policy will be reviewed when significant business process changes occur to ensure the information contained herein is current and applicable. The GN also has an obligation to consult the Nunavut Employees Union regarding any changes to this policy or its guidelines, as per Section 14 of the Collective Agreement.

Consequence of Failure to Comply

Violation of this policy may subject users to the loss of Internet and email privileges and result in disciplinary and /or legal action leading up to, and including, termination of employment. Employees may also be held personally liable for damage caused by any violation of this policy.

The Corporate Chief Information Officer of the Department of Community and Government Services will be advised of breaches of this directive and will be responsible for appropriate remedial action. Any Employee discipline shall be in accordance with the policies set forth in the *GN Human Resources Manual*.

Departments

Departments will be responsible for the authorization of information shared between various government departments

5. ROLES AND RESPONSIBILITIES

1. Executive Council

a) This policy is issued under the authority of the Executive Council. The authority to make exceptions and approve revisions to the Policy rests with Executive Council.

2. Minister of Community and Government Services

a) The Minister of CGS is accountable to Executive Council for the implementation of this policy.

3. Deputy Minister of CGS

a) The Deputy Minister of CGS is responsible to the Minister of CGS for the administration of this policy

4. Chief Corporate Information Officer

a) The Chief Corporate Information Officer is responsible to the Deputy Minister for the oversight, operational implementation and review of this policy.

PREROGATIVE OF EXECUTIVE COUNCIL

Nothing in this policy shall in any way be construed to limit the prerogative of the Executive Council to make decisions or take actions regarding the acceptable use of e-mail and internet services provided by the Government of Nunavut, outside the provisions of this policy.

SUNSET CLAUSE

This policy shall be in effect from the date of the signature until June 30, 2021.

Premier