



## 2.5 Information Technology (IT) Policy

The Bumblebee Children's Charity works with children and families as part of its activities. The purpose of this policy is to:

- ensure that the safety and wellbeing of children is paramount,
- provide staff and volunteers with the overarching principles that guide our approach to information technology,
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use information technology devices and systems.

The Bumblebee Children's Charity currently uses [Pink Pinewood](#) a specialist information technology company to supply, manage and maintain our information technology devices and systems.

### Users and Resource Management

Approved users of The Bumblebee Children's Charity are entrusted with a portion of the technical resources that make up the computer network infrastructure. Such resources include:

- a PC or laptop with application software such as Microsoft Office,
- access to the internet and use of electronic storage space on the secure network file server,
- access to the secure network for remote workers.
- dedicated mobile phone and camera

### IT Security

The Bumblebee Children's Charity is committed to keeping information safe through correct use of its information technology and will:

- adhere to the highest standards of donor and commercial confidentiality.
- Allow only authorised users the use of IT facilities. These users may be trustees, full or part-time members of staff or volunteers.
- Ensure all users understand they have a duty to prevent virus introduction into the charity IT systems.
- Only authorised software is loaded onto The Bumblebee Children's Charity computer/data network.
- Ensure all users maintain and use individual confidential passwords.



- All users understand that a computer must never be left unattended when the office is unmanned unless the user has logged out or locked their screen using the CTRL ALT DEL and selected the Lock Computer Function.
- All users understand that breaches of confidentiality and security protocols may result in access to a PC or network being suspended or revoked and that this could also lead to disciplinary action.
- All users understand that the sharing, duplication, creation, retrieval, use or storage of material not relating to Bumblebee Children's Charity business is prohibited. Such items include:
  - any multimedia files such as sound or video not related to The Bumblebee Children's Charity business;
  - Copyright material - unless written permission from the copyright holder is acquired to duplicate any copyrighted material, including, but not limited to, the duplication of music, video, photographs, illustrations and computer software.
- All users understand that limited personal use of IT resources such as Internet Email and Web browsing access is tolerated and only outside of contracted hours of work. It is not considered a right of the employee. Staff may be disciplined for unauthorised use. Personal use of IT resources must not impact on an employee's productivity or the quality of IT Resources to others.

### **Password protection**

All of our IT systems are kept secure by the use of individual passwords. Guidance on the correct use of passwords can be found in the staff handbook. All users must not attempt to bypass IT security measures, or disclose any information that may allow someone else to do so

### **Security software and virus protection**

Our IT supplier, Pink Pinewood maintain our security and virus protection on all devices owned and operated by the charity. This is important to The Bumblebee Children's Charity in two main ways:

- to prevent computer viruses, from infecting The Bumblebee Children's Charity computer network and destroying or compromising the data held within it;
- to prevent viruses spreading to other organisations.



## **Email - Conditions of use**

Email contents are actionable by law and reflect the image of the organisation. The same care therefore should be taken as with a letter on The Bumblebee Children's Charity official stationery.

The Email system should be used by employees for the conduct of The Bumblebee Children's Charity business. Email signatures should be used by all users and should clearly show the name of the account holder, the charity details and the confidentiality statement (see below) at the base of the email.

The propagation of chain letters, hoax messages, virus warnings and other bulk Email communications internally or externally is strictly prohibited.

No user may, under any circumstances, use IT resources to libel, slander, or harass any party, including potentially libellous or defamatory comments concerning any party, in electronic correspondence regardless of recipient.

Views or opinions expressed in an Email, internet postings or any other form of electronic publication or communication, must be indicated to be that of the individual and not representative of The Bumblebee Children's Charity.

Users must comply with the laws in relation to discrimination and should adhere to The Bumblebee Children's Charity's Equal Opportunities policy.

If the email is to many people, the distributor must use the BCC (Blind carbon copy) function so that email addresses remain private.

## **Confidentiality statement**

All external Emails sent from the Bumblebee Children's Charity will end with the following statement:

*This message, and any file(s) transmitted with it are confidential and are intended only for the person(s) to whom they have been addressed by the sender. This message may contain confidential and/or privileged material. If you are not the intended recipient of this message, or if you believe it was transmitted to you in error, you are required to delete the message and any copies of it, and to notify the sender immediately. Any unauthorised disclosure, copying, distribution, or printing of this message or accompanying files, or unauthorised use of any information contained therein, by anyone other than the intended recipient(s) is prohibited and may be unlawful.*

*Any views expressed in this message or in any file(s) transmitted with it are those of the author, and may not necessarily represent the views of Bumblebee Children's Charity*



## **Information Data Transmission Protocol**

Electronic data is kept securely on our password protected IT systems. Data will only be disclosed in accordance with our Information sharing and data protection policy. Upon completion of the intended purpose, all data will be deleted in accordance with our Information sharing and data protection policy.

## **Use of website**

The Bumblebee Children's Charity maintains a website: <https://bumblebeechildren.org.uk/>

This is kept updated and monitored by the charity administrator and is password protected.

## **Use of social media**

The Bumblebee Children's Charity maintains a social presence on Facebook. This social media is used to promote the charity and celebrate success. The Team Leader and the Charity Administrator are responsible for maintaining these platforms. Only members from the Bumblebee Charity have access and is protected by password.

Staff, trustees and volunteers of the charity will maintain professional boundaries in their own personal use of social media platforms and as a general rule, will avoid posting anything on their personal social media platforms that would be inappropriate in relation to the charity or to its service users.

## **Use of Digital Platforms**

Where it is not physically possible to meet, such as for termly trustee meetings, the charity will use a digital meeting platform such as Zoom, Skype or Teams.

All users may also be required to attend training via a digital platform throughout the year.

## **Use of Charity Mobile phone**

The charity maintain and use a mobile phone for use by staff in emergency situations during the running of weekly sessions. This is in accordance with our Safeguarding policies and Photography and filming policy.



## Use of charity camera

The Charity maintains and uses a camera in line with our Photography and filming policy.

## Use of Tapestry

The charity uses an online learning journey called Tapestry to record observations of the children during weekly sessions. This is a secure system that is password protected and only accessible to members of staff and the child's family. Parents/carers will be shown how to use tapestry when their child starts at the charity. Tapestry is used in line with our Childrens records policy and Photography and filming policy.

## Online safety

The charity recognises that it has a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online. We will seek to promote online safety by supporting and encouraging staff, volunteers and parents and carers to do what they can to keep their children safe online.

## Legislation and references:

[Data protection Act 2018](#)

[NSPCC online safety](#)

[NCVO Understanding responsible and ethical use of technology](#)

This Policy was adopted by The Bumblebee Children's Charity and will be reviewed yearly.

Date 13.02.24

Name of signatory Lindsay Warne

Role of signatory Charity Administrator

Signed on behalf of the Trustees