



# ICT AND INTERNET ACCEPTABLE USE POLICY

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## 1. Introduction and aims

Information and communications technology (ICT) is an integral part of the way our schools work, and is a critical resource for pupils, staff (including the senior leadership team), governors, volunteers and visitors. It supports teaching and learning, and the pastoral and administrative functions of the school.

However, the ICT resources and facilities our schools use could also pose risks to data protection, online safety and safeguarding.

This policy aims to:

- Set guidelines and rules on the use of school ICT resources for staff, pupils, parents/carers and governors
- Establish clear expectations for the way all members of the school community engage with each other online
- Support the school's policies on data protection, online safety and safeguarding
- Prevent disruption that could occur to the school through the misuse, or attempted misuse, of ICT systems
- Support the school in teaching pupils safe and effective internet and ICT use

This policy covers all users of our schools' ICT facilities, including governors, staff, pupils, volunteers, contractors, visitors, and anyone who has access to our IT and communication systems.

Misuse of IT and communications systems can damage our schools and our reputation. Breaches of this policy may be dealt with under our Behaviour Policy, Staff Code of Conduct and disciplinary procedures.

## 2. Relevant legislation and guidance

This policy refers to, and complies with, or otherwise has regard to, the following legislation and guidance:

- [Data Protection Act 2018](#)
- The UK General Data Protection Regulation (UK GDPR) – the EU GDPR was incorporated into UK legislation, with some amendments, by [The Data Protection, Privacy and Electronic Communications \(Amendments etc\) \(EU Exit\) Regulations 2020](#)
- [Data \(Use and Access\) Act 2025](#)
- [Computer Misuse Act 1990](#)
- [Human Rights Act 1998](#)
- [The Telecommunications \(Lawful Business Practice\) \(Interception of Communications\) Regulations 2000](#)
- [Education Act 2011](#)
- [Freedom of Information Act 2000](#)
- [Education and Inspections Act 2006](#)
- [Keeping Children Safe in Education](#)
- [Searching, screening and confiscation: advice for schools 2022](#)
- [National Cyber Security Centre \(NCSC\): Cyber Security for Schools](#)
- [Education and Training \(Welfare of Children\) Act 2021](#)
- [Meeting digital and technology standards in schools and colleges](#)

## 3. Definitions

- **ICT facilities:** all facilities, systems and services including, but not limited to, network infrastructure, desktop computers, laptops, tablets, phones, music players or hardware, software, websites, web applications or services, and any device system or service which may become available in the future which is provided as part of the school's ICT service
- **Users:** anyone authorised by the school to use the school's ICT facilities, including governors, staff, pupils, volunteers, contractors and visitors
- **Personal use:** any use or activity not directly related to the users' employment, study or purpose agreed by an authorised user
- **Authorised personnel:** employees authorised by the school to perform systems administration and/or monitoring of the ICT facilities
- **Materials:** files and data created using the school's ICT facilities including but not limited to documents, photos, audio, video, printed output, web pages, social networking sites and blogs
- See appendix 6 for a glossary of cyber security terminology.

## 4. Unacceptable use

The following is considered unacceptable use of the school's ICT facilities by any member of the school community. Any breach of this policy may result in disciplinary or behaviour proceedings (see section 4.2 below).

Unacceptable use of the school's ICT facilities includes:

- Using the school's ICT facilities to breach intellectual property rights or copyright
- Using the school's ICT facilities to bully or harass someone else, or to promote unlawful discrimination

- Breaching the school's policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Online gambling, inappropriate advertising, phishing and/or financial scams
- Accessing any web page or downloading any image, document, application, or file from the internet which could be regarded as illegal, offensive, discriminatory, in bad taste, or immoral
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate or harmful
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams
- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Sharing confidential information about the school, its pupils, or other members of the school community
- Using the school's systems to participate in internet chat rooms, post on internet message boards or blogs, unless approved by authorised personnel
- Connecting any device to the school's ICT network without approval from authorised personnel
- Setting up any software, applications or web services on the school's network without approval by authorised personnel, or creating or using any programme, tool or item of software designed to interfere with the functioning of the school's ICT facilities, accounts or data
- Gaining, or attempting to gain, access to restricted areas of the network, or to any password-protected information, without approval from authorised personnel
- Allowing, encouraging or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities
- Causing intentional damage to the school's ICT facilities
- Removing, deleting or disposing of the school's ICT equipment, systems, programmes or information without permission from authorised personnel
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not permitted by authorised personnel to have access, or without authorisation
- Using inappropriate or offensive language
- Promoting a private business, unless that business is directly related to the school
- Using websites or mechanisms to bypass the school's filtering or monitoring mechanisms
- Engaging in content or conduct that is radicalised, extremist, racist, antisemitic or discriminatory in any other way

This is not an exhaustive list. The school reserves the right to amend this list at any time. The headteacher will use their professional judgement to determine whether any act or behaviour not on the list above is considered unacceptable use of the school's ICT facilities.

#### **4.1 Exceptions from unacceptable use**

Where the use of school ICT facilities (on the school premises and/or remotely) is required for a purpose that would otherwise be considered an unacceptable use, exemptions to the policy may be granted at the headteacher's discretion.

#### **4.2 Sanctions**

Pupils and staff who engage in any of the unacceptable activity listed above may face disciplinary action in line with the school's policies on behaviour and code of conduct.

Links to the school's behaviour for learning policy and code of conduct policy can be found on the school website.

## **5. Staff (including governors, volunteers, and contractors)**

### **5.1 Access to school ICT facilities and materials**

The school's ICT provider manages access to the school's ICT facilities and materials for school staff. That includes, but is not limited to:

- Computers, tablets, mobile phones and other devices
- Access permissions for certain programmes or files

Staff will be provided with unique login/account information and passwords that they must use when accessing the school's ICT facilities.

Staff who have access to files that they are not authorised to view or edit, or who need their access permissions updated or changed, should contact their ICT provider Comtech IT Services.

#### **5.1.1 Use of school-supplied equipment**

School-issued devices (including laptops, tablets and other digital devices) are provided to staff for the purpose of supporting teaching, learning and the efficient running of the school. All school-supplied equipment remains the property of the school and staff must return the equipment at the end of employment, or when it is no longer required. Staff must:

- Use equipment and devices primarily for school purposes and in line with the school's policies on safeguarding, data protection and confidentiality
- Store devices securely when not in use, particularly when travelling. Devices should not be left unattended in public places or in unsecured locations
- Be actively aware of data security and confidentiality and follow best practice when accessing the equipment away from school. e.g., when travelling on public transport, be aware that other passengers may be able to read any documents displayed on the screen of your device
- Lock devices with a password when unattended. Passwords must:
  - Not be shared with others and must be changed regularly
  - Be suitably strong, in accordance with trustwide GDPR training
  - Not be reused across multiple accounts
- Update software, operating systems and applications when prompted, or as directed by Comtech IT Services
- Connect to the school network using approved and secure methods. When connecting to wi-fi networks outside of the school, staff must ensure connections are secure and avoid transmitting sensitive data over public or unsecured networks
- Report any loss, theft, damage or compromise of a school device promptly to the headteacher, designated safeguarding lead and data protection officer

#### **5.1.2 Use of phones and email**

The school provides each member of staff with an email address.

This email account should be used for work purposes only. Staff must make sure multi-factor authentication is enabled on their email account(s).

All work-related business should be conducted using the email address the school has provided.

Staff must not share their personal email addresses with parents/carers and pupils, and must not send any work-related materials using their personal email account.

Staff must take care with the content of all email messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

Email messages are required to be disclosed in legal proceedings or in response to requests from individuals under the Data Protection Act 2018 in the same way as paper documents. Deletion from a user's inbox does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable.

Staff must take extra care when sending sensitive or confidential information by email. Any attachments containing sensitive or confidential information should be encrypted using a strong, state-of-the-art encryption standard so that the information is only accessible by the intended recipient.

If staff receive an email in error, the sender should be informed and the email deleted. If the email contains sensitive or confidential information, the user must not make use of that information or disclose that information.

If staff send an email in error that contains the personal information of another person, they must inform the school DPL immediately who will contact the DPO, Tracey Riches at Clear 7, and follow our data breach procedure.

Staff must not give their personal phone numbers to parents/carers or pupils. In circumstances where staff are provided with phones, these staff must use the phones provided by the school to conduct all work-related business.

School phones must not be used for personal matters.

Staff who are provided with mobile phones as equipment for their role must abide by the same rules for ICT acceptable use as set out in section 4.

## **5.2 Personal use**

Staff are permitted to occasionally use school ICT facilities for personal use, subject to certain conditions set out below. This permission must not be overused or abused. The headteacher may withdraw or restrict this permission at any time and at their discretion.

Personal use is permitted provided that such use:

- Does not take place during teaching hours
- Does not constitute 'unacceptable use', as defined in section 4
- Takes place when no pupils are present
- Does not interfere with their jobs, or prevent other staff or pupils from using the facilities for work or educational purposes

Staff may not use the school's ICT facilities to store personal, non-work-related information or materials (such as music, videos or photos).

Staff should be aware that use of the school's ICT facilities for personal use may put personal communications within the scope of the school's ICT monitoring activities (see section 5.5). Where breaches of this policy are found, disciplinary action may be taken.

Staff are also permitted to use their personal devices (such as mobile phones or tablets) in line with the school's mobile phone policy.

Staff may not store any school-related data on personal devices, on cloud storage or on personal removable storage devices.

Staff should be aware that personal use of ICT (even when not using school ICT facilities) can impact on their employment by, for instance, putting personal details in the public domain, where pupils and parents/carers could see them.

Staff should take care to follow the school's guidelines on use of social media (see appendix 1) and use of email (see section 5.1.2) to protect themselves online and avoid compromising their professional integrity.

### **5.2.1 Personal social media accounts**

Members of staff should make sure their use of social media, either for work or personal purposes, is appropriate at all times.

The school has guidelines for staff on appropriate security settings for Facebook accounts (see appendix 1).

### **5.3 Remote access**

We allow staff to access the school's ICT facilities and materials remotely using their Microsoft Office 365 account.

Staff accessing the school's ICT facilities and materials remotely must abide by the same rules as those accessing the facilities and materials on site. Staff must be particularly vigilant if they use the school's ICT facilities outside the school and take such precautions as Comtech ICT Services may require against importing viruses or compromising system security.

Our ICT facilities contain information which is confidential and/or subject to data protection legislation. Such information must be treated with extreme care and in accordance with our [data protection policy](#).

### **5.4 School social media accounts**

Some of the CET schools have official social media accounts such as Facebook or Instagram managed by the nominated person at school level. Staff members who have not been authorised to manage, or post to, the account, must not access, or attempt to access, the account.

The school has guidelines for what may and must not be posted on its social media accounts. Those who are authorised to manage the account must make sure they abide by these guidelines at all times.

### **5.5 Monitoring and filtering of the school network and use of ICT facilities**

To comply with Department for Education (DfE) guidance on [meeting digital and technology standards](#), and to safeguard and promote the welfare of children and provide them with a safe environment to learn, the school reserves the right to filter and monitor the use of its ICT facilities and network. This includes, but is not limited to, the filtering and monitoring of:

- Internet sites visited
- Bandwidth usage
- Email accounts
- Telephone calls
- User activity/access logs
- Any other electronic communications

Only authorised ICT personnel may filter, inspect, monitor, intercept, assess, record and disclose the above, to the extent permitted by law.

The school reserves the right to retrieve the contents of email messages or to check internet usage (including pages visited and searches made) as reasonably necessary in the interests of the school, including for the following purposes:

- To monitor whether the use of the email system or the internet is legitimate and in accordance with this policy
- To find lost messages or retrieve messages lost due to computer failure
- To help in the investigation of alleged wrongdoing
- To comply with any legal obligation

The list above is not exhaustive.

The school monitors ICT use in order to:

- Obtain information related to school business

- Investigate compliance with school policies, procedures and standards
- Ensure effective school and ICT operation
- Conduct training or quality control exercises
- Prevent or detect crime
- Comply with a subject access request, Freedom of Information Act request, or any other legal obligation

The Headteacher is responsible for making sure that:

- The school meets the DfE's filtering and monitoring standards
- Appropriate filtering and monitoring systems are in place
- Staff are aware of those systems and trained in their related roles and responsibilities
  - For the leadership team and relevant staff, this will include how to manage the processes and systems effectively and how to escalate concerns
- It regularly reviews the effectiveness of the school's monitoring and filtering systems

The school's designated safeguarding lead (DSL) will take lead responsibility for understanding the filtering and monitoring systems and processes in place.

Where appropriate, staff may raise concerns about monitored activity with the school's DSL and headteacher, as appropriate.

## 6. Pupils

### 6.1 Access to ICT facilities

Pupils have access to ICT facilities which include:

- Computers and equipment which are available to pupils only under the supervision of staff and used to support learning.
- Pupils will be provided with an account linked to the school's virtual learning environment, which they can access from any device such as a Microsoft Office 365 account.

### 6.2 Unacceptable use of ICT and the internet outside of school

The school will sanction pupils, in line with the behaviour policy if a pupil engages in any of the following **at any time** (even if they are not on school premises):

- Using ICT or the internet to breach intellectual property rights or copyright
- Using ICT or the internet to bully or harass someone else, or to promote unlawful discrimination
- Breaching the school's policies or procedures
- Any illegal conduct, or making statements which are deemed to be advocating illegal activity
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate
- Consensual or non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth produced sexual imagery)
- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Sharing confidential information about the school, other pupils, or other members of the school community
- Gaining or attempting to gain access to restricted areas of the network, or to any password-protected information, without approval from authorised personnel

- Allowing, encouraging, or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities
- Causing intentional damage to the school's ICT facilities or materials
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user and/or those they share it with are not supposed to have access, or without authorisation
- Using inappropriate or offensive language

## 7. Parents

### 7.1 Access to ICT facilities and materials

Parents/carers do not have access to the school's ICT facilities as a matter of course.

However, parents/carers working for, or with, the school in an official capacity (for instance, as a volunteer or as a member of the PTA) may be granted an appropriate level of access, or be permitted to use the school's facilities at the headteacher's discretion.

Where parents/carers are granted access in this way, they must abide by this policy.

### 7.2 Communicating with or about the school online

We believe it is important to model for pupils, and help them learn, how to communicate respectfully with, and about, others online.

Parents/carers play a vital role in helping model this behaviour for their children, especially when communicating with the school through our website and social media channels.

We ask parents/carers to sign the agreement in appendix 2.

### 7.3 Communicating with parents/carers about pupil activity

The school will ensure that parents and carers are made aware of any online activity that their children are being asked to carry out.

When we ask pupils to use websites or engage in online activity, we will communicate the details of this to parents/carers in the same way that information about homework tasks is shared.

In particular, staff will let parents/carers know which (if any) person or people from the school pupils will be interacting with online, including the purpose of the interaction.

Parents/carers may seek any support and advice from the school to ensure a safe online environment is established for their child.

## 8. Data security

The school is responsible for making sure it has the appropriate level of security protection and procedures in place to safeguard its systems, staff and learners. It therefore takes steps to protect the security of its computing resources, data and user accounts. The effectiveness of these procedures is reviewed periodically to keep up with evolving cyber crime technologies.

Staff, pupils, parents/carers and others who use the school's ICT facilities should use safe computing practices at all times. We aim to meet the cyber security standards recommended by the Department for Education's guidance on [digital and technology standards in schools and colleges](#), including the use of:

- Firewalls
- Security features
- User authentication and multi-factor authentication
- Anti-malware software

## 8.1 Passwords

All users of the school's ICT facilities should set strong passwords for their accounts and keep these passwords secure. Users must not use the same passwords across multiple platforms.

Users are responsible for the security of their passwords and accounts, and for setting permissions for accounts and files they control. You must keep these passwords confidential and change them regularly.

Members of staff or pupils who disclose account or password information may face disciplinary action. Parents, visitors or volunteers who disclose account or password information may have their access rights revoked.

Teachers will generate passwords for pupils using the required password manager or generator and keep these in a secure location in case pupils lose or forget their passwords.

## 8.2 Software updates, firewalls and anti-virus software

All of the school's ICT devices that support software updates, security updates and anti-virus products will have these installed, and be configured to perform such updates regularly or automatically.

Users should not delete, destroy or modify existing systems, programs, information or data. Users must not download or install software from external sources without authorisation from Comtech ICT Services.

Users must not circumvent or make any attempt to circumvent the administrative, physical and technical safeguards we implement and maintain to protect personal data and the school's ICT facilities.

Any personal devices using the school's network must all be configured in this way.

## 8.3 Data protection

All personal data must be processed and stored in line with data protection regulations and the [data protection policy](#).

## 8.4 Access to facilities and materials

All users of the school's ICT facilities will have clearly defined access rights to school systems, files and devices.

These access rights are managed by the headteacher.

Users should not access, or attempt to access, systems, files or devices to which they have not been granted access. If access is provided in error, or if something a user should not have access to is shared with them, they should alert the headteacher immediately.

Users should always log out of systems and lock their equipment when they are not in use to avoid any unauthorised access. Equipment and systems should always be logged out of and shut down completely at the end of each working day.

## 8.5 Encryption

The school makes sure that its devices and systems have an appropriate level of encryption.

School staff may only use personal devices to access school data, work remotely, or take personal data (such as pupil information) out of school if they have been specifically authorised to do so by the headteacher. USB drives must never be used in line with our GDPR policies.

Use of such personal devices will only be authorised if the devices have appropriate levels of security and encryption.

## 9. Protection from cyber attacks

Please see the glossary (appendix 6) to help you understand cyber security terminology.

The school will:

- Work with governors and their IT provider to make sure cyber security is given the time and resources it needs to make the school secure
- Provide annual training for all users, including staff, pupils and governors (and include this training in any induction for new starters, if they join outside of the school's annual training window) on the basics of cyber security, including:
  - The methods hackers use for tricking people into disclosing personal information, including phishing
  - Online safety and password security
  - Social engineering, including not using websites that host unsuitable material, and could also contain malware and viruses
  - The physical security of devices, for example not leaving a laptop unlocked and unattended
  - The risks of using removable storage media, such as USBs
  - Multi-factor authentication
  - How and when to report a cyber incident or attack
  - How and when to report a data breach
  - Data protection for all staff. Staff who are exposed to higher-risk data will have more frequent training
  - How to check the sender address in an email
  - How to respond to a request for bank details, personal information or login details
  - How to verify requests for payments or changes to information
- Make sure staff are aware of its procedures for reporting and responding to cyber security incidents
- Investigate whether our IT software needs updating or replacing to be more secure
- Not engage in ransom requests from ransomware attacks, as this would not guarantee recovery of data
- Put controls in place that are:
  - **Proportionate:** the school will verify this by annually auditing that what it has in place is up to scratch
  - **Multi-layered:** everyone will be clear on what to look out for to keep our systems safe
  - **Up to date:** with a system in place to monitor when the school needs to update its software
  - **Regularly reviewed and tested:** to make sure the systems are as effective and secure as they can be
- Back up critical data and store these backups on cloud based backup systems and external hard drives that aren't connected to the school network
- Delegate specific responsibility for maintaining the security of our management information system (MIS) to service provider and Comtech ICT Services.
- Make sure staff:
  - Dial into our network using a virtual private network (VPN) when working from home or via their staff Microsoft Office 365 account
  - Enable multi-factor authentication where they can, on things like school email accounts
  - Store passwords securely
- Make sure ICT staff conduct regular access reviews to make sure each user in the school has the right level of permissions and admin rights
- Make sure all necessary firewalls are in place and switched on (and that all areas of the network are secured effectively)

- Check that its supply chain is secure, for example by asking suppliers about how secure their business practices are and checking if they have the [Cyber Essentials](#) (or a similarly effective and recognised) certification
- Develop, review and test an incident response plan with the IT department including, for example, how the school will communicate with everyone if communications go down, who will be contacted and when, and who will notify [Action Fraud](#) of the incident. This plan will be reviewed and tested annually.

## 10. Internet access

The school's wireless internet connection is secured by the:

- Use of filtering in line with Internet Watch Foundation guidelines.
- Use separate connections for staff/pupils and guests.

### 10.1 Parents and visitors

Parents/carers and visitors to the school will not be permitted to use the school's WiFi unless specific authorisation is granted by the headteacher.

The headteacher will only grant authorisation if:

- Parents/carers are working with the school in an official capacity (e.g. as a volunteer or as a member of the PTA)
- Visitors need to access the school's WiFi in order to fulfil the purpose of their visit (for instance, to access materials stored on personal devices as part of a presentation or lesson plan)

Staff must not give the WiFi password to anyone who is not authorised to have it. Doing so could result in disciplinary action.

## 11. Monitoring and review

The headteacher and CET central team monitor the implementation of this policy, including ensuring it is updated to reflect the needs and circumstances of the school.

This policy will be reviewed and approved by the CET Executives every 3 years.

## 12. Related policies

This policy should be read alongside the school's policies on:

- Online safety
- Child protection
- Behaviour
- Conduct and disciplinary
- Code of Conduct for staff
- Data protection
- Mobile phone
- AI

## Appendix 1: Facebook (and wider social media) advice sheet for staff

**Do not accept friend requests from pupils on social media**

### 10 rules for school staff on Facebook

1. Change your display name – use your first and middle name, use a maiden name, or put your surname backwards instead
2. Change your profile picture to something unidentifiable, or if you don't, ensure that the image is professional
3. Check your privacy settings regularly
4. Be careful about tagging other staff members in images or posts
5. Don't share anything publicly that you wouldn't be just as happy showing your pupils
6. Don't use social media sites during school hours. You may use during break times whilst not around pupils.
7. Don't make comments about your job, your colleagues, our school or your pupils online – once it's out there, it's out there
8. Don't associate yourself with the school on your profile (e.g. by setting it as your workplace, or by 'checking in' at a school event)
9. Don't link your work email address to your social media accounts. Anyone who has this address (or your personal email address/mobile number) is able to find you using this information
10. Consider uninstalling the Facebook app from your phone. The app recognises WiFi connections and makes friend suggestions based on who else uses the same WiFi connection (such as parents or pupils)

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### Check your privacy settings

- Change the visibility of your posts and photos to **'Friends only'**, rather than 'Friends of friends'. Otherwise, pupils and their families may still be able to read your posts, see things you've shared and look at your pictures if they're friends with anybody on your contacts list
- Don't forget to check your **old posts and photos** – go to [bit.ly/2MdQXMN](https://bit.ly/2MdQXMN) to find out how to limit the visibility of previous posts
- The public may still be able to see posts you've **'liked'**, even if your profile settings are private, because this depends on the privacy settings of the original poster
- **Google your name** to see what information about you is visible to the public
- Prevent search engines from indexing your profile so that people can't **search for you by name** – go to [bit.ly/2zMdVht](https://bit.ly/2zMdVht) to find out how to do this
- Remember that **some information is always public**: your display name, profile picture, cover photo, user ID (in the URL for your profile), country, age range and gender

## What to do if ...

### A pupil adds you on social media

- In the first instance, ignore and delete the request. Block the pupil from viewing your profile
- Check your privacy settings again, and consider changing your display name or profile picture
- If the pupil asks you about the friend request in person, tell them that you're not allowed to accept friend requests from pupils and that if they persist, you'll have to notify senior leadership and/or their parents. If the pupil persists, take a screenshot of their request and any accompanying messages
- Notify the senior leadership team or the headteacher about what's happening

### A parent adds you on social media

- It is at your discretion whether to respond. Bear in mind that:
  - Responding to 1 parent's friend request or message might set an unwelcome precedent for both you and other teachers at the school
  - Pupils may then have indirect access through their parent's account to anything you post, share, comment on or are tagged in
- If you wish to decline the offer or ignore the message, consider drafting a stock response to let the parent know that you're doing so

### You're being harassed on social media, or somebody is spreading something offensive about you

- **Do not** retaliate or respond in any way
- Save evidence of any abuse by taking screenshots and recording the time and date it occurred
- Report the material to Facebook or the relevant social network and ask them to remove it
- If the perpetrator is a current pupil or staff member, our mediation and disciplinary procedures are usually sufficient to deal with online incidents
- If the perpetrator is a parent or other external adult, a senior member of staff should invite them to a meeting to address any reasonable concerns or complaints and/or request they remove the offending comments or material
- If the comments are racist, sexist, of a sexual nature or constitute a hate crime, you or a senior leader should consider contacting the police

## Appendix 2: Acceptable use of the internet: agreement for parents and carers

CET schools to adapt based on social media and communication channels used.

### Acceptable use of the internet: agreement for parents and carers

**Name of parent/carer:**

**Name of child:**

Online channels are an important way for parents/carers to communicate with, or about, our school. The school uses the following channels:

- Our official Facebook / Instagram accounts (School amend as required)
- Email/text groups for parents (for school announcements and information)
- Our virtual learning platform

Parents/carers also set up independent channels to help them stay on top of what's happening in their child's class. For example, class/year Facebook groups, email groups, or chats (through apps such as WhatsApp).

When communicating with the school via official communication channels, or using private/independent channels to talk about the school, I will:

- Be respectful towards members of staff, and the school, at all times
- Be respectful of other parents/carers and children
- Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure

I will not:

- Use private groups, the school's Facebook / Instagram / Twitter accounts (School amend as required), or personal social media to complain about or criticise members of staff. This is not constructive and the school can't improve or address issues if they aren't raised in an appropriate way
- Use private groups, the school's Facebook / Instagram / Twitter accounts (School amend as required), or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. I will contact the school and speak to the appropriate member of staff if I'm aware of a specific behaviour issue or incident
- Upload or share photos or videos on social media of any child other than my own, unless I have the permission of other children's parents/carers

**Signed:**

**Date:**

### Appendix 3: Acceptable use agreement for KS2 pupils

Adapt this agreement to reflect your school's approach, in line with any changes you made to this policy.

#### Acceptable use of the school's ICT facilities and internet: agreement for pupils and parents/carers

Name of pupil:

**I will read and follow the rules in the acceptable use agreement policy**

**When I use the school's ICT systems (like computers and equipment) and get onto the internet in school**

**I will:**

- Always use the school's ICT systems and the internet responsibly and for educational purposes only
- Only use them when a teacher is present, or with a teacher's permission
- Keep my username and passwords safe and not share these with others
- Keep my private information safe at all times and not give my name, address or telephone number to anyone without the permission of my teacher or parent/carer
- Tell a teacher (or sensible adult) immediately if I find any material which might upset, distress or harm me or others
- Always log off or shut down a computer when I'm finished working on it

**I will not:**

- Access any inappropriate websites including, but not limited to: social networking sites, chat rooms and gaming sites unless my teacher has expressly allowed this as part of a learning activity
- Open any attachments in emails, or follow any links in emails, without first checking with a teacher
- Use any inappropriate language when communicating online, including in emails
- Share any semi-nude or nude images, videos or livestreams, even if I have the consent of the person or people in the photo
- Log in to the school's network using someone else's details
- Arrange to meet anyone offline without first consulting my parent/carer, or without adult supervision
- Break school rules, or conduct any inappropriate behavior
- Bully other people

I understand that the school will check the websites I visit and how I use the school's computers and equipment. This is so that they can help keep me safe and make sure I'm following the rules.

I will tell a teacher or a member of staff I know immediately if I find anything on a school computer or online that upsets me, or that I know is mean or wrong.

I will always be responsible when I use the school's ICT systems and internet.

I understand that the school can discipline me if I break the rules, even if I'm not in school when I do them.

**Signed (pupil):**

**Date:**

**Parent/carer agreement:** I agree that my child can use the school's ICT systems and internet when appropriately supervised by a member of school staff. I agree to the conditions set out above for pupils using the school's ICT systems and internet, and for using personal electronic devices in school, and will make sure my child understands these.

**Signed (parent/carer):**

**Date:**

## Appendix 4: Acceptable use agreement for EYFS and KS1 pupils

### Acceptable use of the school's ICT facilities and internet: agreement for pupils and parents/carers

Name of pupil:

**When I use the school's ICT systems (like computers and equipment) and get onto the internet in school -**

**I will:**

- Ask a teacher or adult if I can do so before using them
- Only use websites that a teacher or adult has told me or allowed me to use
- Tell my teacher immediately if:
  - I click on a website by mistake
  - I receive messages from people I don't know
  - I find anything that may upset or harm me or my friends
- Use school computers for schoolwork only
- Be kind to others and not upset or be rude to them
- Not use them without asking a teacher first, or without a teacher in the room with me
- the school ICT equipment and tell a teacher straight away if something is broken or not working properly
- Only use the username and password I have been given
- Try my hardest to remember my username and password
- Never share my password with anyone, including my friends.
- Never give my personal information (my name, address or telephone numbers) to anyone without the permission of my teacher or parent/carer
- Save my work on the school network
- Check with my teacher before I print anything
- Log off or shut down a computer when I have finished using it

**I will not:**

- Break school rules, or conduct any inappropriate behaviour
- Go on Facebook or other social networking sites (unless my teacher said I could as part of a lesson)
- Use chat rooms
- Go on any inappropriate websites
- Open any attachments in emails, or click any links in emails, without checking with a teacher first
- Use mean or rude language when talking to other people online or in emails
- Send any photos, videos or livestreams of people (including me) who aren't wearing all of their clothes
- Share my password with others or log in using someone else's name or password
- Bully other people

I understand that the school will check the websites I visit and how I use the school's computers and equipment. This is so that they can help keep me safe and make sure I'm following the rules.

I will tell a teacher or a member of staff I know immediately if I find anything on a school computer or online that upsets me, or that I know is mean or wrong.

I will always be responsible when I use the school's ICT systems and internet.

I understand that the school can discipline me if I break the rules, even if I'm not in school when I do them.

<b>Signed (pupil):</b>	<b>Date:</b>
<b>Parent/carer agreement:</b> I agree that my child can use the school's ICT systems and internet when appropriately supervised by a member of school staff. I agree to the conditions set out above for pupils using the school's ICT systems and internet, and for using personal electronic devices in school, and will make sure my child understands these.	
<b>Signed (parent/carer):</b>	<b>Date:</b>

## Appendix 5: Acceptable use agreement for staff, governors, volunteers and visitors

### Acceptable use of the school's ICT facilities and the internet: agreement for staff, governors, volunteers and visitors

**Name of staff member/governor/volunteer/visitor:**

When using the school's ICT facilities and accessing the internet in school, or outside school on a work device, I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the school's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the school's network
- Share my password with others or log in to the school's network using someone else's details
- Share confidential information about the school, its pupils or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote private businesses, unless that business is directly related to the school

I understand that the school will monitor the websites I visit and my use of the school's ICT facilities and systems.

I will take all reasonable steps to ensure that work devices are secure and password-protected when using them outside school, and keep all data securely stored in accordance with this policy and the school's data protection policy.

I will let the designated safeguarding lead (DSL) and ICT manager know if a pupil informs me they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the school's ICT systems and internet responsibly, and ensure that pupils in my care do so too.

**Signed (staff member/governor/volunteer/visitor):**

**Date:**

## Appendix 6: Glossary of cyber security terminology

These key terms will help you to understand the common forms of cyber attack and the measures the school will put in place. They're from the National Cyber Security Centre (NCSC) [glossary](#).

TERM	DEFINITION
<b>Antivirus</b>	Software designed to detect, stop and remove malicious software and viruses.
<b>Breach</b>	When your data, systems or networks are accessed or changed in a non-authorized way.
<b>Cloud</b>	Where you can store and access your resources (including data and software) via the internet, instead of locally on physical devices.
<b>Cyber attack</b>	An attempt to access, damage or disrupt your computer systems, networks or devices maliciously.
<b>Cyber incident</b>	Where the security of your system or service has been breached.
<b>Cyber security</b>	The protection of your devices, services and networks (and the information they contain) from theft or damage.
<b>Download attack</b>	Where malicious software or a virus is downloaded unintentionally onto a device without the user's knowledge or consent.
<b>Firewall</b>	Hardware or software that uses a defined rule set to constrain network traffic – this is to prevent unauthorised access to or from a network.
<b>Hacker</b>	Someone with some computer skills who uses them to break into computers, systems and networks.
<b>Malware</b>	Malicious software. This includes viruses, trojans or any code or content that can adversely impact individuals or organisations.
<b>Patching</b>	Updating firmware or software to improve security and/or enhance functionality.
<b>Pentest</b>	Short for penetration test. This is an authorised test of a computer network or system to look for security weaknesses.
<b>Pharming</b>	An attack on your computer network that means users are redirected to a wrong or illegitimate website even if they type in the right website address.

TERM	DEFINITION
<b>Phishing</b>	Untargeted, mass emails sent to many people asking for sensitive information (such as bank details) or encouraging them to visit a fake website.
<b>Ransomware</b>	Malicious software that stops you from using your data or systems until you make a payment.
<b>Social engineering</b>	Manipulating people into giving information or carrying out specific actions that an attacker can use.
<b>Spear-phishing</b>	A more targeted form of phishing where an email is designed to look like it's from a person the recipient knows and/or trusts.
<b>Trojan</b>	A type of malware/virus designed to look like legitimate software that can be used to hack a victim's computer.
<b>Two-factor/multi-factor authentication</b>	Using 2 or more different components to verify a user's identity.
<b>Virus</b>	Programmes designed to self-replicate and infect legitimate software programs or systems.
<b>Virtual private network (VPN)</b>	An encrypted network which allows remote users to connect securely.
<b>Whaling</b>	Highly- targeted phishing attacks (where emails are made to look legitimate) aimed at senior people in an organisation.