

**IT Policy**

1. **Scope**

This policy applies to anyone performing work for [ECSS (Enterprises) Pty Ltd ATF Sheppard/McCall Family Trust t/a Beach Retreats **OR** insert name of franchisee] ABN [25 568 749 813 **OR** insert] (**Beach Retreats**) (**You**/**employees**/**workers**).

1. **Contravening this policy**

Any breach of this policy may lead to disciplinary action up to and including termination of employment or engagement as relevant.

1. **Information Technology**

Information technology (**IT**) has become powerful and widespread communication tool for the exchange of information and knowledge. However, it is essential that all Beach Retreats workers that use computers, email and the Internet adhere to certain guidelines for their use. This policy sets out:

* the rights and responsibilities of Beach Retreats workers using IT; and
* Beach Retreats’’ policy for acceptable and unacceptable use of IT.

1. **Electronic mail**

It is important to realise that when a worker uses email, there is potential for legal action both against the company and against the individual worker. In addition, it is in the interests of both the company and the worker that personal use of email for non-business related activity is not excessive. As such, workers are required to adhere to this policy when using email.

Email may be used for the following purposes:

* Communications for work-related purposes within Beach Retreats;
* Communications for work-related purposes with people outside Beach Retreats; and
* Incidental and occasional personal use of email. Excessive use of email for personal and non-business related communications is discouraged.

It should be remembered that workers are required to use professional and courteous language in email transmissions at all times.

Unacceptable use of email includes:

* Excessive distribution of jokes, gossip and rumours;
* Email which would be likely to harass, insult or discriminate on the basis of age, sex, race, religion, national origin, sexual orientation, political beliefs, disability or other criteria. Users need to be aware that email may render them and/or the company liable for harassment or discrimination claims, and possibly defamation actions;
* Junk or chain mail;
* The distribution of information which infringes copyright laws;
* As a means to further personal business activities, or excess use for personal non-business activities;
* To further any illegal activity;
* To further any activity in breach of the worker’s terms and conditions of employment or engagement;
* Sending emails so they appear to be from another person; and
* Distribution of confidential information to third parties without authorisation.

Any users that have material on their computers which may be in conflict with the above guidelines must remove such material immediately.

The email system and email transmissions are the property of Beach Retreats and as such, Beach Retreats is responsible for the administration of the system. If Beach Retreats considers that inappropriate and/or illegal use of the email account may be occurring, it reserves the right to monitor email accounts and take appropriate action. Users should be aware that deleted emails are recoverable through the computer back-up systems that are in place.

Beach Retreats has the right to grant or remove email access to a worker at its discretion. If, subsequent to an investigation, it can be demonstrated that a worker has breached the email policy, a formal discipline interview may be conducted. If deemed necessary, the worker will have his or her email access removed. Their ability to function effectively will then be assessed. Subsequent breaches may lead to further disciplinary action and, potentially dismissal.

1. **Internet**

Use of the Internet by workers should follow the same guidelines as the email policy. In particular, users should be aware that:

* The viewing of pornographic material through Beach Retreats Internet is totally inappropriate and is prohibited.;
* Material which is defamatory, vilifying or harassing must not be posted, accessed, transmitted or requested via the Internet;
* Excessive use of the Internet for personal and non-business related purposes is discouraged; and
* The Internet offers many opportunities to download software to your computer. Under no circumstances should you download software from the Internet unless you have requested authorisation from your manager.

Beach Retreats reserves the right to monitor Internet sites which are accessed by workers and may take appropriate action if it considers that inappropriate and/or illegal use of the Internet may be occurring.

1. **Social media**

Social media is defined as media designed to be disseminated through social interaction, created using highly accessible and scalable publishing techniques. Social media allows for the easy sharing and re-purposing of existing content, expanding the reach of work and enabling others to share it with their friends and networks. Social media tools include (but are not limited to):

* Social networking sites e.g. Facebook, MySpace etc.;
* Video and photo sharing websites e.g. Flickr, YouTube, Instagram;
* Micro-blogging sites e.g. Twitter;
* Weblogs, including corporate blogs, personal blogs or blogs hosted by traditional media publications;
* Forums and discussion boards such as Whirlpool, Yahoo! Groups or Google Groups;
* Online encyclopaedias such as Wikipedia; and
* Any other web sites that allow individual users or companies to use simple publishing tools.

When engaging in social media you are required to:

* Not use false or fake personas;
* Not pretend to be an impartial individual in order to promote the company, its brand, products or services;
* Be authorised in your job description or contract to undertake social media activity on behalf of the company. Others should refrain from doing so. This includes responding to any comments posted;
* Refrain from undertaking any personal social media communication on matters that relate to the company. However, if required (and authorised), you should include a disclaimer approved by management that the content is your personal view and not the official view of the company;
* Not provide any confidential or proprietary information;
* Not make reference to customers, clients, colleagues, suppliers or sub-contractors without their express prior approval;
* Ensure your communications do not include prohibited material such as postings that may be considered discriminatory or harassing spam or junk type postings, profanity or pornography; and
* Inform management if any worker becomes aware of any negative comment made about Beach Retreats, its brand, products or services on any social media.

Beach Retreats encourages workers to utilise the benefits of social media for business, however if necessary, usage will be monitored if there is any perceived over-use of social media. Any person disregarding this policy will be liable for any negative outcomes that result and may also face disciplinary procedures or dismissal. If you break the law you may also be personally liable.

These guidelines apply to all workers. As social media is a fast-developing means of communication, these guidelines will be regularly reviewed by Beach Retreats to ensure continued effectiveness and improvement.

1. **IT Surveillance**

Beach Retreats will carry out ongoing and intermittent IT surveillance and workers should have no expectation of privacy over their use of Beach Retreats’ IT systems. This may include email filters, internet monitoring software and devices, and tracking devices, and any other similar surveillance methods permitted by the relevant legislation, deemed appropriate, from time to time.