



Internet and Email Policy

Current as of: **November 2023**

Introduction

Toowoomba Medical Centre recognises the practice team requires access to email and the internet to assist in the efficient and safe delivery of healthcare services to our patients. Toowoomba Medical Centre supports the right of staff to have access to reasonable personal use of the internet and email communications in the workplace using the devices and networks provided by the practice.

Scope

This internet and email policy applies to the practice team, contractors and other staff of Toowoomba Medical Centre who access the internet and email on practice owned devices, including, but not limited to desk phones, smartphones, tablets, laptops, desktop computers, iPads to perform their work. Personal devices are not to be used, other than by approval of the practice manager.

Use of the internet by the practice team, contractors and other staff is permitted and encouraged where this supports the goals and objectives of Toowoomba Medical Centre. Access to the internet is a privilege and the practice team, contractors and other staff must adhere to this policy.

Violation of these policies could result in:

- disciplinary and/or legal action
- termination of employment
- the practice team, contractors and other staff being held personally liable for damages caused by any violations of this policy

All employees are required to confirm they have understood and agree to abide by this email and internet policy.

Purpose and objectives

This policy sets out guidelines for acceptable use of internet and email by the practice team, contractors and other staff of Toowoomba Medical Centre. Internet and email is provided primarily to assist the team carry out their duties of employment.

Policy content

The practice team, contractors and other staff may use the internet and email access provided by Toowoomba Medical Centre for:

- any work and work-related purposes
- limited personal use
- more extended personal use under specific circumstances (see below)



Limited personal use of email and internet

Limited personal use is permitted where it:

- infrequent and brief use
- does not interfere with the duties of the practice team, contractors and other staff
- does not interfere with the operation of our general practice
- does not compromise the security of your general practice
- does not impact on your general practice electronic storage capacity
- does not decrease your general practice network performance (eg large email attachments can decrease system performance and potentially cause system outages)
- does not incur any additional expense for our general practice
- does not violate any legislation
- does not compromise any confidentiality requirements of our general practice

Examples of what could be considered reasonable personal use could be included in your policy and could include:

- conducting a brief online bank transaction
- paying a bill
- sending a brief personal email, similar to making a brief personal phone call

Unacceptable internet and email use

The practice team, contractors and other staff may not use internet or email access provided by Toowoomba Medical Centre to:

- creating or exchanging messages that are offensive, harassing, obscene or threatening
- representing our practice in a negative way on social media or placing relationships with clients, customers and partners at risk
- visiting web sites containing objectionable (including pornographic) or criminal material
- exchanging any confidential or sensitive information held by our general practice
- creating, storing or exchanging information in violation of copyright laws
- using internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities
- creating or exchanging advertisements, solicitations, chain letters and other unsolicited or bulk email
- playing electronic or online games in work time.

Other relevant policies

- Privacy policy
- Policy and procedure manual
- Data breach response plan
- Training register

