

# DIOCESE OF PORTSMOUTH



## DIOCESAN OPERATING PROCEDURES E (DOP E)

## DIOCESAN OPERATING PROCEDURES

## FOR

## ADDITIONAL POLICIES

Issued by

The Bishop of Portsmouth and the Trustees of the Portsmouth Diocesan Trust  
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*(Additional copies may be downloaded from [www.portsmouthdiocese.org.uk](http://www.portsmouthdiocese.org.uk))*

## **FOREWORD**

These Diocesan Operating Procedures are an important step forward in providing clarity for all those concerned with administration in all the communities that together form the Diocese of Portsmouth. We have a responsibility to ensure that people, buildings and money are treated carefully and with respect and to perform our duties “with the diligence of a good householder.” (Canon 1284§1)

As a diocese we must always ensure that the matters we deal with fulfil the requirements of both civil and canon law. It should be clear that these Diocesan Operating Procedures are not ‘guidelines’ or in any way optional. They have the status of particular law for this diocese and therefore must be adhered to in the broad areas of personnel, schools, buildings and finance. They reflect the vision of the Church contained in our diocesan Pastoral Plan.

I am grateful to those who have given so much of their time to compiling these procedures and who will ensure their regular review and updating.

Philip Egan  
Bishop of Portsmouth

June 2014

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## DOP E1

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### ENVIRONMENTAL POLICY

- 1.1 The Portsmouth Diocese is committed to being in the forefront of being able to minimise the negative impact of its activities on the environment.
- 1.2 The key aspects of this strategy to achieve this are:-
  1. Encourage parishes and all diocesan offices to minimise waste in ensuring that all activities are as efficient as possible.
  2. Ensure that all updating and repairs of parish buildings take into account effective insulation and efficient means of generating heating.
  3. Actively promote recycling of waste materials.
  4. Ensure parishes make the most efficient use of heating controls, in only heating buildings when required for usage.
  5. The diocese will comply with all environmental legislation.
  6. The diocese will implement a training programme for parishes and diocesan offices to raise awareness of environmental issues.

## DOP E2

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### HEALTH AND SAFETY

#### Introduction

- 2.1 The Diocesan Trustees acknowledge that legislation relating to health and safety and occupiers' liability applies to churches and other diocesan properties and to diocesan and parish activities. The Diocesan Trustees have decided to ensure as far as is reasonably practicable that the tenets of that legislation are applied to all properties and to all activities.
- 2.2 By doing so, the diocese first seeks to establish a culture of care for all and by all in which the appropriate standards of health and safety are implemented and maintained; secondly seeks to ensure that future changes as regards the scope of the legislation are anticipated; and thirdly seeks to demonstrate adequate control and governance when responding to claims and allegations.
- 2.3 The diocesan Health and Safety policy is the first step in establishing a culture of care, but words are, in themselves, inadequate. The policy document must be a catalyst in motivating each diocesan establishment to recognise its own responsibilities, and, through the procedures emanating from the policy, to adopt the structures and practical measures necessary to implement best practice.
- 2.4 Each parish has legal duties which overlap or are complementary to those owed by the diocese and in consequence is required to adopt this Health and Safety policy, and to implement the procedures which emanate from it.
- 2.5 Reference should be made to DOPs B2 Care and Maintenance of Buildings and B3 Electrical Inspections for relevant procedures concerning health and safety.

## **Statement of Health and Safety Policy**

1. Our aim is to ensure that all diocesan properties, and the activities conducted by the diocese and the parishes, are safe and without risks, so far as is reasonably practicable. The term "diocesan properties" refers to all property owned by the Diocesan Trustees, notwithstanding that the activities within it may be operated by a parish.
2. Both the Diocesan Trustees and each parish are committed to taking all reasonably practicable steps to comply with health and safety legislation, notwithstanding any uncertainty as to the application of and the responsibility for such legislation in relation to church activities. The term "health and safety legislation" includes, in the context of this policy, duties under the Occupiers' Liability Acts and the fire safety regulations.
3. The Diocesan Trustees require that all clergy, employees and voluntary workers co-operate with them and with the relevant parish by taking reasonable care for the safety of themselves and others, by displaying a positive attitude towards health and safety and by reporting any unsafe condition within the boundaries of any diocesan property immediately, in order that remedial action can be taken.

### **Objectives**

- 2.6 In order to fulfil the commitments in the Health and Safety Policy statement, the Diocesan Trustees will:
  - ensure that there are effective arrangements for the health and safety of all persons who work at, visit or undertake voluntary work at diocesan properties.
  - ensure that pastoral area and parish representatives are allocated specific duties with respect to health and safety inspections.
  - ensure that adequate training is given to all persons who undertake safety inspections and risk assessments.
  - ensure that all employees, both paid and voluntary, have the necessary training and competence to meet the requirements of their positions.
  - ensure that there is a progressive identification, assessment and elimination or control of hazards which present a risk to those who work in or visit diocesan properties.

- ensure that adequate records of inspections are kept, together with all relevant schedules and supporting health and safety information.
- encourage clergy, employees and voluntary workers to play an active role in maintaining diocesan properties in a safe condition.
- ensure that all accidents are reported promptly and fully investigated in order to prevent a recurrence.
- ensure that unsafe conditions are reported promptly, and that remedial action is taken.
- co-operate with local authorities, as may be necessary, on matters regarding health and safety
- annually review the effectiveness of the policy and arrangements and ensure that any necessary changes are made.

### **Responsibilities and Organisation**

2.7 The Diocesan Trustees are ultimately responsible for the implementation of this policy and the fulfilment of its objectives. However, the Diocesan Trustees can only discharge their responsibilities through the delegation of responsibilities and tasks to others. The purpose of this section is to detail the organisation of the diocesan health and safety arrangements.

#### *Parish Priests*

- 2.8 Each parish priest, or those given the responsibility for the parish by the Diocesan Trustees, must:
- ensure that a "Parish Health and Safety Liaison", or otherwise-titled person is appointed, trained and supported to carry out the duties of monitoring, inspecting, recording and reporting as is required by this DOP E2.
  - provide adequate facilities and time for those duties to be carried out.
  - ensure that all employees are given adequate training in health and safety matters.
  - provide any necessary opportunities for discussion of health and safety matters with the Parish Health and Safety Liaison, clergy, employees, volunteers and parishioners.
  - ensure that all necessary inspections are carried out and the relevant records are maintained.

- ensure that all necessary remedial work is carried out to prevent recurrences of hazardous situations and accidents.

### *Parish Health and Safety Liaison*

2.9 In order to ensure the implementation of the diocesan Health and Safety policy, the parish Health and Safety Liaison must:

- ensure that all workers, paid and voluntary, are made aware of the entirety of this DOP E2 with particular reference to the diocesan statement of Health and Safety policy and DOPS B2 and B3 as appropriate.
- ensure that all accidents and incidents are reported promptly to the enforcing authority and fully investigated to prevent a recurrence.
- ensure that hazardous conditions are reported immediately for remedial action.
- ensure that adequate records of the inspections are maintained, together with all test certificates and relevant schedules.
- respond to requests for information concerning health and safety performance from the Diocesan Trustees.

### *All Clergy, employees and voluntary workers*

2.10 All persons working in parishes have a duty to themselves and to others who may be affected by their activities to take reasonable care and also to ensure that any hazard is reported immediately so that remedial action can be taken.

2.11 Users of portable equipment are required to carry out simple inspections before use and to report any shortcomings to the officer for remedial action.

### **Procedures for parish Health and Safety Liaison**

2.12 An external analysis of the potential hazards to persons visiting places of worship and other church properties has shown that the main risks are those of slips, trips and falls at the points of entry or exit, along internal aisles or corridors, and on internal stairs or external steps.

2.13 Where work such as cleaning or minor maintenance is undertaken, the main hazards are associated with the use of portable electrical equipment, ladders or stepladders, and various cleaning agents.

2.14 The parish Health and Safety Liaison will be required to ensure that:

**As necessary**

- a copy of the Health and Safety policy is prominently displayed in each property for which he/she is responsible.
- all new employees and voluntary workers are asked to read this DOP E2, with particular reference to the Diocesan Statement of Health and Safety Policy and sign the appropriate record to acknowledge that they are aware of their responsibilities which arise from it.
- all relevant persons know the procedures for emergency actions in the case of fire, the correct use of fire-prevention equipment, and the remedial procedures for heating and lighting faults including the re-setting of electrical trips.
- adequate protective clothing is provided.
- arrangements for first aid are available, clearly marked, and that all relevant persons know their location.
- the list of portable appliances is kept up to date.
- a check is made of every floor and walkway to ensure that it is kept free from obstructions and from any article or substance which may result in persons slipping or tripping.
- in the event of an accident or incident:
  - report it to the enforcing authority in accordance with the section on accident reporting detailed below, if appropriate;
  - fully investigate it and, if necessary, review any relevant risk assessment to prevent a recurrence
  - maintain an adequate record both of the accident and of any changes made to any risk assessment.

**Weekly**

- a test on emergency lighting systems, where fitted, is carried out.
- multi-way electrical adapters are not being used where the total load of equipment is 0.5kw or more, and that there are no loose leads obstructing passageways or trailing in wet or damp areas.
- a brief check of the surface of all floors and walkways is undertaken to ensure that they are not uneven or slippery to an extent that might

result in persons slipping or tripping and that any drainage relating to the floors and walkways is unobstructed and effective.

- a brief check of fire precautions is carried out to ensure that all escape routes are kept free of obstructions; smoke alarms and fire extinguishers are operational; matches, candles etc. are securely stored; boiler house are not being used for storage and gas cylinders are secure.

**Twice yearly:**

- an inspection of all pathways, steps, stairs, aisles and other walkways, fire precautions and escape routes is performed. These inspections will be undertaken preferably in April and October, and records of these inspections must be kept.
- all ladders and stepladders belonging to the church property are inspected to ensure they are fit for use. Records of these inspections must be kept.
- a brief visual inspection is undertaken of all portable electrical appliances, six months after the formal check on these items. Records of these inspections must be kept.

**Every year:**

- where a schedule of building inspections is already in place, this is carried out at the times specified, and with a due emphasis on health and safety.
- annual maintenance is performed on all gas appliances, and records completed.
- all portable electrical appliances are inspected and tested by a competent person and the results recorded. Any items that fail the test are to be repaired by a competent person, and the repair recorded, or scrapped.

2.15 If, during any of the above checks and inspections, a hazard or defect is identified which cannot be easily rectified or removed, the circumstances must be reported through the hazard reporting procedures and remedial action undertaken.

## Procedures for Accident Reporting

- 2.17 The regulations covering the reporting of accidents are the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.
- 2.18 The regulations cover both people at work and people not at work.
- 2.19 These regulations require that the following are reported:
- The death of anyone at work or not at work, arising out of or in connection with work.
  - A major injury suffered by a person at work. Major injuries are defined in the regulations; a list can be obtained from <http://www.hse.gov.uk/riddor/guidance.htm>, but in general terms a major injury is something which results in a broken bone, a dislocated joint, a burn requiring hospitalisation, an electric shock requiring hospitalisation or a loss of consciousness.
  - An accident causing an injury which results in someone not at work being taken to hospital by ambulance.
  - An accident which results in someone at work being away from work for three days or more or unable to do their normal range of duties for three days or more. The three days includes days when the person would not work, for example, a weekend, a holiday or a day when a part time worker does not work.
  - Someone at work suffering an occupational disease (a full list is available from [http://www.opsi.gov.uk/SI/si1995/Uksi\\_19953163\\_en\\_5.htm#sdiv3](http://www.opsi.gov.uk/SI/si1995/Uksi_19953163_en_5.htm#sdiv3)), but in general terms it includes poisoning, some skin diseases, some lung diseases, certain types of serious infection and some musculoskeletal disorders.
  - A dangerous occurrence. A full list of dangerous occurrences is available from <http://www.hse.gov.uk/riddor/guidance.htm#dangerous>, but in the context of Diocesan and Parish activities, the most likely dangerous occurrences are the collapse of scaffolding and a fire which causes suspension of normal activities for over 24 hours.
- 2.20 There are two reporting obligations.
- The first is to notify the authorities forthwith (except in the case of an "over three day" injury) by calling the HSE's Incident Contact Centre on 0845 300 99 23.

- The second is to make a full report to the authorities within 10 days by completing the on-line reporting form at <http://www.hse.gov.uk/riddor/report.htm#online>.

## **DOP E3**

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### **DATA PROTECTION POLICY**

All enquiries relating to data protection should be referred to the Diocesan Data Protection Officer, St Edmund House, Edinburgh Road, Portsmouth PO1 3QA.

## DOP E4

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### COPYRIGHT POLICY

#### Introduction

- 4.1 Copyright and related laws which protect the rights of authors, publishers, recording and film producers and performers are complex and are potentially of wide application. The law protects not just the copying of a work protected by copyright but also its recording and/or public performance, for example. Also the Internet allows both wide access to copyright works as well as the means to allow their wide dissemination, not always with the permission of the copyright owner.
- 4.2 Where copyright is infringed (breached) the copyright or other rights owner may be entitled to substantial damages and the recovery of legal costs by way of financial compensation and in certain cases a criminal offence can also be committed. Any financial liability will also fall on the diocese as a parish does not have a separate legal existence and the costs and compensation relating to copyright infringement can be very expensive. It may also lead to adverse publicity. In addition copyright is based on respecting the rights of others and that is something that the Church should always be mindful of.
- 4.3 Copyright issues can arise in a parish in a wide range of areas including in relation to:
- liturgy (where texts and music may be reproduced and also performed and possibly recorded (whether audio or video) – for example the video recording of weddings and other services);
  - the creation of guides or publications including copyright works (text, images);
  - works of art in a parish may also be protected by copyright (e.g. a contemporary work of art);
  - online or electronic products (e.g. software or electronic publications) where there will usually be copyright licence terms to comply with. In particular care must be taken to ensure that software used by a parish (e.g. for word processing or accounting) is properly licensed.
- 4.4 Copyright law applies both to those actually copying, performing or recording a work protected by copyright, for example, and also to those *authorising* such acts. So parishes which allow copying, recordings or performances which infringe copyright to take place in church premises or

buildings can potentially be liable (and expose the diocese to liability) for authorising copyright infringement.

### **Managing liability and guidance**

- 4.5 Whilst copyright is complex and legal advice in specific circumstances may need to be sought, in practice liability here can be minimised by always ensuring that appropriate permissions are obtained and that those permitted to record services, for example, are required to obtain the relevant consents and permissions from performers/musicians, copyright owners and so on, and it is made clear that this is their responsibility not that of the parish. Christian music publishers, for example, have created copyright licences for parishes which make it easy to obtain the relevant permissions. Those publishing liturgical materials (scripture, liturgical texts) also usually have clear copyright policies. Also copyright licensing organisations (such as PRS/MCPS) can provide helpful guidance.
- 4.6 In addition the diocese provides help for parishes including guidance on copyright issues, advice on copyright permissions, different kinds of photocopying and so on. Current guidance can be found at:  
<http://www.portsmouthdiocese.org.uk/pastoralformation/liturgy/copyright/>

## DOP E5

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### MUSIC LICENCE POLICY

- 5.1 There are two licences that organisations are required to have where they play copyright music at public events or for other public situations. These are: -
- Performing Right Society Licence (PRS for Music) covering the copyright on the music and any lyrics; and
  - Phonographic Performance Limited Licence (PPL) covering the copyright on the particular performance of the music which is recorded on a record, tape, CD or similar or is being broadcast on radio, TV, internet or other media.
- 5.2 Previously, under the Copyrights, Designs and Patents Act 1988, charities and other not-for-profit organisations have enjoyed an exemption permitting the playing of copyright-protected sound recordings in public without paying a license fee (as long as there has been no admission charge for the activity or the proceeds are used for the purposes of the organisation).
- 5.3 These provisions have now been repealed. From 1 January 2012 any not-for-profit organisation which makes recorded music publicly available will require a licence, otherwise they will be committing a criminal offence.
- 5.4 The Diocesan Trustees are aware that activities and events conducted by the diocese and the parishes may be affected by the change of rules and that copyright licensing may now be required whenever recorded music is made available publicly at any diocesan property, event or activity.
- 5.5 It is important that all clergy, employees and voluntary staff are aware of the following:-
- Church halls (including separate church halls) used by the community at large may be covered under the community buildings scheme. A blanket licensing arrangement may be available. If usage of the church hall is confined solely to members of the congregation and their guests, there is likely to be a specific licence to cover such uses.
  - There is no charge made for music used as part of divine worship. There is also no charge made for music used as part of wedding ceremonies, civil wedding and partnership ceremonies, funerals or in funeral homes.
  - Christian churches, church halls and Christian bookshops are licensed by Christian Copyright Licensing International (CCLI) on

PRS / PPL's behalf, with charges starting from around £20. Charges are based on the size of congregation and cover the majority of music used on the premises.

- PRS for Music does not license music use as part of the national curriculum or at any educational establishment where the audience comprises teachers and pupils (and other persons directly connected with the activities of the establishment) and the performance is given by a teacher or pupil (or by any person for the purposes of instruction), in the course of the establishment's activities.
- Other music use in schools, colleges and universities does require a Music Licence. The PRS has tariffs in place for these organisations.

5.6 A special scheme is currently being developed for all not-for-profit organisations. This should allow the Portsmouth Diocese (as the principal organisation) to hold a licence to cover all premises it runs. The Diocesan Trustees will update this policy once the scheme is finalised.

## DOP E6

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### IT AND COMMUNICATIONS SYSTEMS POLICY

#### Glossary of Terms

- 6.1 **Confidential Information:** means any confidential information, matter, data, know-how, documents, secrets, dealings, activities, transactions or affairs however and wherever recorded or preserved and in whatever form (including without limitation in electronic form), whether directly or indirectly disclosed or made available, concerning:
- 6.1.1 the Diocese;
  - 6.1.2 the trustees of the Diocese; and/or
  - 6.1.3 its IT Users, temporary users, clergy, employees, students, volunteers, contractors, agency workers, parishioners or members.
- 6.2 **Diocese:** means the Portsmouth Diocesan Trust (charity registration number 246871).
- 6.3 **Diocesan IT Support:** the IT related support provided to IT Users by the Diocesan IT Manager augmented by appropriate third party suppliers, contact details for whom are set out in section 6.13.
- 6.4 **Diocesan IT Equipment and Systems:** means Diocesan IT equipment, systems and other IT resources and any other devices used to access Diocesan IT systems including (without limitation):-
- 6.4.1 networks, databases and storage and processing facilities;
  - 6.4.2 E-mail systems and accounts;
  - 6.4.3 internet and intranet access (including without limitation, broadband services);
  - 6.4.4 telephones and voicemail systems, including wired and mobile phones and pagers;
  - 6.4.5 printers, photocopiers and scanners;
  - 6.4.6 web cams and digital cameras;
  - 6.4.7 fax machines, e-fax systems and modems;

- 6.4.8 PCs, laptops, tablets, PDAs, smart phones and all other associated computer, network and communications systems, hardware, peripherals and software;
  - 6.4.9 network key fobs, encrypted key devices, security tokens, external storage devices (including without limitation, USB sticks and other portable storage devices);
  - 6.4.10 closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.
- 6.5 **DOP:** references to any policy, Diocesan Operating Procedure (DOP) or guidelines (including this DOP) shall include any future revisions to the policy, DOP or guidelines (as the case may be) from time to time.
- 6.6 **Inappropriate Purpose:** any purpose described in section 6.49 of this DOP.
- 6.7 **Personal Data:** data relating to a living individual who can be identified from that data (or from that data and other information in the possession of the Diocese). Personal data can be factual (such as name, address or date of birth) or it can be an opinion (such as a performance appraisal).
- 6.8 **Portable Devices:** any portable IT or communications devices including (without limitation) those devices listed in sections 6.4.8 and 6.4.9 above.
- 6.9 **IT Users:** means all persons who are provided with access to or who use the Diocesan IT Equipment and Systems, whether on Diocesan equipment or on their own or other equipment by means of a direct or a remote connection, including without limitation clergy, employees (regardless of seniority or status), contractors, agency works, work experience students, volunteers and any other temporary users, whether those users are working from the Diocesan offices or designated sites, their home residence, or other off-site locations.

## **Introduction**

- 6.10 Diocesan IT Equipment and Systems are intended to be used for the activities of the Diocese only (except for limited personal use as described in this DOP). To protect the Diocese and its IT Users, it is Diocesan procedure to restrict the use of all Diocesan IT Equipment and Systems in the manner described in this DOP. Each IT User is responsible for using Diocesan IT Equipment and Systems in a productive, ethical and lawful manner. All IT Users must read and comply with this DOP and need to be aware of the risks involved in the inappropriate use of Diocesan IT Equipment and Systems.

- 6.11 The use of or access to Diocesan IT Equipment and Systems by an IT User shall signify his or her understanding of and agreement to this DOP, as a condition of such use or access. Non-compliance with this DOP by any IT User could result in serious disciplinary action.

### **Important Contact Information**

- 6.12 If you have any questions regarding this DOP or if there is anything in this DOP which you are unsure about, please contact your line manager or the Diocesan IT Manager.

- 6.13 If you experience any issues or problems with any Diocesan IT Equipment and Systems or if you are concerned regarding any suspicious email, texts, posts or any other forms of electronic communications, please contact Diocesan IT Support as soon as possible on:-

Email: [itsupport@portsmouthdiocese.org.uk](mailto:itsupport@portsmouthdiocese.org.uk)

Phone: 023 9282 5430.

### **How This DOP Relates to other Diocesan Policies, Operating Procedures and Guidelines**

- 6.14 In addition to this DOP, other Diocesan policies, operating procedures and guidelines will apply to the use of Diocesan IT Equipment and Systems. If you are in any doubt regarding the relationship between this DOP and any other policies, operating procedures and guidelines issued by the Diocese from time to time, please contact the Diocesan IT Manager.

### **Procurement of Software**

- 6.15 IT Users should be aware that licences for software (including without limitation mobile applications, security and anti virus software) purchased for private or domestic purposes may not be sufficient to permit the use of such software for Diocesan purposes. All IT Users who procure or obtain such software licences or download or install such software for use in connection with their duties or other activities undertaken on behalf of the Diocese, must ensure that they have obtained or purchased a licence of sufficient scope to allow them to use such software for such purposes without infringing the rights of any third party. If you are in any doubt in this regard, you must contact the Diocesan IT Manager to obtain further guidance before purchasing or downloading any such software.

### **Management of Diocesan IT Equipment and Systems**

- 6.16 All IT Users are responsible for the proper management of Diocesan IT Equipment and Systems within their possession or control including implementing adequate procedures to ensure that:-

- 6.16.1 all such Diocesan IT Equipment and Systems are adequately protected from virus or other attack;
  - 6.16.2 all data is securely stored and backed up;
  - 6.16.3 appropriate access controls are in place to prevent unauthorised access to equipment, systems, data and files;
  - 6.16.4 user names and passwords for IT Users and user accounts are properly managed; and
  - 6.16.5 where appropriate, data is effectively encrypted for security purposes.
- 6.17 If you are in any doubt regarding your responsibilities under this section, you must contact the Diocesan IT Manager to seek guidance.

### **Keeping Portable Devices Safe**

- 6.18 The Diocese IT Equipment and Systems includes Portable Devices. Particular care must be taken to keep Portable Devices safe. IT Users who use Portable Devices must ensure that every effort is made to protect them from theft or use by any unauthorised person. In particular but without limitation, IT Users should ensure that such Portable Devices are not left in cars overnight or left unattended and/or unsecure in public places. If you fail to do so, you may be held personally responsible for some or all of the cost of any loss or theft of any Portable Devices and any data stored on them and any resulting damages.
- 6.19 If you become aware of the loss or theft of any Portable Devices or any other Diocesan IT equipment you must immediately notify your line manager and Diocesan IT Support and provide to them as much information regarding the circumstances of the loss or theft as you can, including the date, time and place of the loss or theft.

### **Security, Access and Passwords**

- 6.20 All user names, pass codes, passwords, and information used or stored on the Diocese IT Equipment and Systems are the property of the Diocese. You may never sign on to any Diocesan IT Equipment and Systems using the password or user name of another IT User or former IT User.
- 6.21 No IT User shall share user names, pass codes or passwords with any other person. An IT User shall immediately inform Diocesan IT Support if he knows or suspects that any user name, pass code or password has been improperly shared or used, or that IT security has been violated in any way.
- 6.22 IT Users must ensure that all devices upon which information is displayed

are sited in a suitable position in order to ensure that they are not overlooked or are appropriately equipped with a screen filter or other device to protect the information displayed on them from unauthorised observers.

- 6.23 IT Users must ensure that when leaving any device displaying Diocesan information unattended, the screen is disabled and the device is locked to prevent unauthorised access to any such information or device. This applies whether the device is being used on Diocesan premises, at home or at any other location.
- 6.24 IT Users must also ensure that all such devices are equipped with a time out function to ensure that devices left unattended will cease to display information and will become locked. All IT Users must ensure that such time out function is enabled at all times when the device is in use whether the device is in use on Diocesan premises, at home or at any other location.

### **Disposal of Devices**

- 6.25 All IT Users must ensure that prior to disposing of any device upon which Diocesan information is stored, the memory (including any hard drive, disk drive or solid state storage) is erased and physically destroyed (and a certificate evidencing such erasure and destruction has been obtained) in accordance with the instructions of the Diocesan IT Manager.

### **No Expectation of Privacy**

- 6.26 All contents of the Diocesan IT Equipment and Systems are the property of the Diocese. Therefore, IT Users should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind or form of information or communication transmitted to, received or printed from, or stored or recorded on the Diocesan IT Equipment and Systems.
- 6.27 You are expressly advised that in order to prevent against misuse, **the Diocese reserves the right to monitor, intercept and review, without further notice, every IT User's activities using the Diocesan IT Equipment and Systems, including but not limited to e-mail (both outgoing and incoming), telephone conversations and voice mail recordings, instant messages and internet and social media postings and activities, and you consent to such monitoring by your acknowledgement of this DOP and your use of the Diocesan IT Equipment and Systems.** This may include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the Diocesan IT Equipment and Systems as well as keystroke capturing and other network monitoring technologies.

- 6.28 The Diocese may also store copies of such data and communications for a period of time after they are created, and may delete such copies from time to time without notice.
- 6.29 IT Users are therefore advised not to use the Diocesan IT Equipment and Systems for any matter that you desire to be kept private or confidential from the Diocese.

### **Access to Data and Documents**

- 6.30 The Diocese provides and maintains the Diocesan IT Equipment and Systems to facilitate all aspects of its activities. No IT Users should access, attempt to access, alter, or delete any data or document stored on or accessed by means of the Diocesan IT Equipment and Systems except in furtherance of authorised Diocesan activities.

### **Downloading and Installing Software/Website Agreements**

- 6.31 E-mail and downloading from the internet are prime sources of viruses and other malicious software. Therefore, no IT User may download or install any software, application or shareware to any hard drive or other storage device or facility forming part of the Diocesan IT Equipment and Systems that is not expressly authorised or approved by Diocesan IT Support. In addition, IT Users may not accept the terms or conditions of website agreements (including for the avoidance of doubt, those relating to mobile applications) using Diocesan IT Equipment and Systems without first obtaining approval from Diocesan IT Support.

### **Confidentiality and Proprietary Rights**

#### *Information which is Confidential or Proprietary to the Diocese*

- 6.32 Diocesan Confidential Information and intellectual property are extremely sensitive and valuable to the Diocese. IT Users must treat them accordingly and not jeopardize them through the use of the Diocesan IT Equipment and Systems. If in any circumstances you are unsure whether to disclose Confidential Information to particular individuals or how to safeguard the Diocese's proprietary rights, you must consult your line manager before proceeding.

#### *Information which is Confidential or Proprietary to others*

- 6.33 This DOP also prohibits IT Users from using the Diocesan IT Equipment and Systems in any manner that would infringe or violate the proprietary rights of third parties. Electronic communications systems provide easy access to vast amounts of information, including material that is protected by

copyright, trademark, patent and other laws relating to intellectual property and also laws protecting Personal Data and confidential information. You must not knowingly use, copy, process or distribute any such material downloaded from the internet or received by e-mail in any manner which may infringe the rights of any person. If you are in any doubt in this regard, you must consult with your line manager before proceeding.

### **E-mail and Text Messaging**

- 6.34 The Diocese provides IT Users with access to e-mail and/or text messaging systems for use in connection with the activities of the Diocese. Many of the policies described below governing use of Diocesan e-mail and text messaging systems are aimed at reducing the overall volume of messages flowing through and stored on the Diocesan IT Equipment and Systems, reducing the size of individual messages, and making the Diocesan IT Equipment and Systems more efficient.

#### *Spam*

- 6.35 Unfortunately, users of e-mail will occasionally receive unsolicited commercial or bulk e-mail (spam) which, aside from being a nuisance and a drain on IT resources, might be a means to spread computer viruses and other malicious software. IT Users must avoid opening spam messages and report any suspicious e-mail or text to Diocesan IT Support. IT Users must delete all spam immediately. Do not reply to the spam message in any way, even if it states that you can request to be removed from its distribution list. If delivery persists, contact Diocesan IT Support.
- 6.36 IT Users should be aware that spammers have the ability to access e-mail addresses that are listed as senders or recipients on e-mail messages, on websites, user discussion groups, and other internet areas. Therefore, you should be cautious about using and disclosing your e-mail address and consider in each case, whether an email message is the most appropriate form of communication for the message you wish to convey.

#### *Etiquette.*

- 6.37 Proper etiquette should be maintained when communicating via e-mail and text messaging. When writing e-mail, be as clear and concise as possible. Sarcasm, poor language, inappropriate comments, attempts at humour and so on, should be avoided. When communicating via e-mail or text, there are no facial expressions and voice tones to assist in determining the meaning or intent behind a certain comment. This leaves too much room for misinterpretation. E-mail communications should resemble typical professional and respectful correspondence.

### *Copying in Additional E-mail Recipients*

- 6.38 In order to avoid the unnecessary proliferation of e-mail messages, IT Users must also refrain from copying e-mail messages to recipients who do not have a legitimate interest in the contents of the e-mail or who have no need to receive it. This applies equally in respect of any 'blind' copying of e-mail messages (for example, using the 'Bcc' or equivalent function in your email client).

## **Internet and Social Media**

### *General*

- 6.39 The Diocese provides Diocesan IT Equipment and Systems which enable internet access for use by IT Users in connection with performance of their duties and the activities which they undertake on behalf of the Diocese. This DOP sets out the expectations of the Diocese regarding internet and social media access and use by IT Users.

### *Accessing Inappropriate Material via the Internet*

- 6.40 Using the internet (including social media) for any Inappropriate Purpose is never permitted.

### *Use of Social Media.*

- 6.41 The internet provides unique opportunities to participate in discussion groups and activities, and share information on particular topics using a wide variety of social media. Social media is technology that enables online users to interact and share information (including video, audio, photographs and text) publicly or privately and will include (without limitation) chat facilities, chat rooms and internet forums. In order to protect the interests of the Diocese, IT Users must adhere to the general internet use guidelines and rules in this DOP and the following related specifically to social media use:
- 6.41.1 IT Users should not establish any profile, subscription or any account in connection with any social media site or service for the purposes of carrying out their duties or any other activities on behalf of the Diocese without the prior written approval of their line manager. Any such use of profile, subscription or social media account must be managed by an appropriate individual nominated by your line manager.
- 6.41.2 Remember that anything you post or send using social media, whether or not in the course of your duties or activities on behalf of the Diocese, could reflect on the Diocese, in addition to yourself, and might create legal liabilities for the Diocese or damage its activities

or reputation. IT Users must not use any social media site or facilities for any Inappropriate Purpose.

- 6.41.3 To avoid the risk of the Diocese incurring legal liability or damage to its activities or reputation as a result of your use of social media, you should avoid identifying your connection with the Diocese, using your Diocesan e-mail address or mentioning the Diocese unless you receive written instructions or permission from your line manager to do so. If you do identify your connection with the Diocese, you may not identify yourself as a representative of the Diocese and you must include a disclaimer that your views do not represent those of the Diocese. The disclaimer must be in the form, "The views expressed by me do not represent the views of the Portsmouth Diocesan Trust".
- 6.41.4 You should carefully review all Diocesan guidelines and restrictions related to all use of social media in connection with the activities of the Diocese. If your duties or your activities undertaken on behalf of the Diocese require you to speak on behalf of the Diocese in a social media environment, you must be authorised by your line manager to act as the representative of the Diocese. Likewise, if you are contacted for comment about the Diocese for any publication, including any social media outlet, you must direct the inquiry to your line manager.
- 6.41.5 IT Users must ensure that none of their social media participation violates any policies, procedures or guidelines or any agreement between the IT User and the Diocese including any employment contract.
- 6.41.6 If you are unsure about the appropriateness of any posting or communication, discuss it with your line manager and refrain from making the posting or communication until you have had it approved.
- 6.41.7 You are reminded that any conduct that under the law is impermissible if expressed through any other public forum is also impermissible if expressed through social media.
- 6.41.8 Protecting the goodwill and reputation of the Diocese is the responsibility of every IT User. If you see content in a social media environment that reflects poorly on the Diocese, you must notify your line manager immediately.
- 6.41.9 IT Users must keep in mind the speed at which information can be relayed through social media, and the manner in which it can be

misunderstood, quoted out of context and distorted by readers and subsequent re-posters.

- 6.41.10 Please note that the Diocese owns all social media accounts, profiles or subscriptions established by the Diocese or by any IT Users in the course of their duties or other activities undertaken on behalf of the Diocese, including any and all content associated with each account, such as postings, messages, followers and contacts.

### **Establishment and Management of Websites**

- 6.42 IT Users should not themselves (or make arrangements for any other person to) establish any website for the purposes of the Diocese or for the purpose of carrying out their duties or any other activities on behalf of the Diocese without the prior written approval of their line manager. Any such website must be managed by an appropriate individual nominated by your line manager.
- 6.43 No IT User shall use or permit the use of any such website for any Inappropriate Purpose.
- 6.44 Any IT User who does establish, or manage any such website shall ensure:-
- 6.44.1 the website complies with all applicable laws;
  - 6.44.2 they have obtained for the benefit of the Diocese or the applicable parish, all necessary rights (including without limitation software licences), permissions and authority to use all software employed in the operation, management and maintenance of the website;
  - 6.44.3 the domain name of the website is registered to the Diocese or the applicable parish;
  - 6.44.4 all content and all material associated with the get up, layout and the look and feel of such website belongs to the Diocese or the applicable parish;
  - 6.44.5 all online forms, guestbooks and forums associated with such website should be appropriately managed and moderated;
  - 6.44.6 all links posted on such website should be regularly tested to ensure that the link operates in the manner expected and connects (both directly and indirectly) only to content which is appropriate and consistent with this DOP;
  - 6.44.7 email addresses and any confidential information or Personal Data are kept secure using effective methods of encryption;

- 6.44.8 that they shall at all times have administrator rights and the ability to access the website in order to exercise administrative functions and shall for such purpose, ensure that they have in their possession or control all user names, passwords and other information necessary to access the website to perform administrative functions.

### **Telephone and Voicemail**

- 6.45 The Diocese provides landline and/or mobile telephone access and voicemail systems for use in connection with the activities of the Diocese. IT Users must ensure that all persons with whom they communicate in connection with their duties or activities undertaken on behalf the Diocese are treated respectfully and courteously.

### **Personal Use of Diocesan IT Equipment and Systems**

#### *Personal Use of the Internet*

- 6.46 The Diocese recognises that IT Users occasionally may desire to access the internet (including social media) for personal activities using the Diocesan IT Equipment and Systems. The Diocese authorises such occasional use so long as it does not involve any Inappropriate Purpose and does not interfere with your duties and the activities which you undertake on behalf of the Diocese.

#### *Access to Social Media for Personal Use*

- 6.47 Like other uses of the internet, occasional personal use of the Diocesan IT Equipment and Systems for social media activities is authorised, so long as it does not involve any Inappropriate Purpose and does not interfere with your duties and the activities which you undertake on behalf of the Diocese.

#### *Personal Use of Telephone and Voicemail Systems*

- 6.48 The Diocese recognises that IT Users might occasionally need to use Diocesan telephones and voicemail for personal activities. The Diocese authorises occasional personal use of the Diocesan telephones and voicemail systems so long as it does not involve any Inappropriate Purpose and does not interfere with your duties or your activities undertaken on behalf of the Diocese. Diocesan telephones may not be used for commercial or political solicitation.

### **Inappropriate Use of Diocesan IT Equipment and Systems**

- 6.49 IT Users are not permitted to use the Diocesan IT Equipment and Systems, including e-mail, text messaging, internet access, social media, telephones and voicemail, for any inappropriate or unlawful purpose. This includes but is not limited to:

- 6.49.1 misrepresenting yourself as another person;

- 6.49.2 sending, posting, recording or encouraging receipt of messages or information that may be:-
  - 6.49.2.1 of an inappropriately personal, sexual or romantic nature having regard to the age or vulnerability of the recipient or correspondent;
  - 6.49.2.2 fraudulent, misleading or deceiving;
  - 6.49.2.3 defamatory;
  - 6.49.2.4 obscene or pornographic;
  - 6.49.2.5 offensive, threatening, abusive, inflammatory or discriminatory;
  - 6.49.2.6 liable to incite racial hatred or acts of terrorism; or
  - 6.49.2.7 likely to infringe the rights of any person;
- 6.49.3 revealing proprietary or Confidential Information or Personal Data or intellectual property without proper authorisation;
- 6.49.4 conducting or soliciting illegal activities;
- 6.49.5 representing your personal opinion as that of the Diocese;
- 6.49.6 interfering with your duties or activities undertaken on behalf of the Diocese;
- 6.49.7 any other purpose that violates the policies, operating procedures or guidelines issued by the Diocese from time to time or which is contrary to the teachings, beliefs and practices of the Roman Catholic Church.

**Note of changes to DOP E – Additional policies**

DOP E4 – Copyright policy

Additional policy.

DOP E5 – Music Licence policy

Additional policy.

DOP E6 – IT and Communications Systems policy

Additional policy.