



INFORMATION TECHNOLOGY SERVICES/USE POLICY

Policy Objective	The purpose of this policy is to establish guidelines and minimum requirements governing the acceptable use of St. John Ambulance's information technology (IT) resources, including use of the Internet and Intranet, electronic mail, and information management resources.
Policy Statement	It is the policy of St. John Ambulance that all use of St. John Ambulance IT services shall: <ul style="list-style-type: none">• respect and uphold jurisdictional legislation with respect to use;• comply with St. John Ambulance's stated policies, procedures and standards;• be courteous and follow accepted standards of etiquette;• protect others' privacy and confidentiality in accordance with St. John Ambulance's Privacy Policy;• reflect responsible use of St. John Ambulance IT services; and,• use St. John Ambulance IT services for the purpose of carrying out the activities of St. John Ambulance.
Effective Date	April 2006
Applies To	All volunteers, instructors and employees affiliated with St. John Ambulance

Policy Context

St. John Ambulance (SJA) IT services should be dedicated to approved activities and governed by rules of conduct similar to those applicable to the use of other SJA resources. The use of IT services imposes certain responsibilities and obligations on all users and is subject to SJA's policies and procedures and jurisdictional legislation. Use of SJA IT services is a privilege and must be used for the purpose of carrying out the objectives of SJA.

Definitions

SJA IT Services – SJA provides to all active members within the Councils and Branches with email accounts (<http://mysja.sja.ca>), intranet accounts (<http://intranet.sja.ca>), and website tools (<http://www.sja.ca>).

Web Services – A content management system for the SJA website is available for use by all Councils, and their respective Branches to meet the compliance requirements of the SJA brand.



Policy Requirements

1. Auditing the use of SJA's IT resources—SJA reserves the right to view or scan any file, email or software stored on SJA's systems or transmitted over SJA's networks and may do so periodically to verify that IT use conforms to the guidelines established in the policy statement.

Potential violations of SJA policy that are noted during these and other activities may be acted upon (in accordance with SJA's Privacy Policy, Harassment and Discrimination Policy and Discipline Policy).

2. IT security requirements:

SJA IT Services are a privilege provided to members for the purpose of carrying out the activities of SJA. In this regard, rights to access SJA IT services are only available to active members who comply with the SJA IT services Policy and Procedures as outlined herein.

As part of the SJA IT services, users must recognize that electronic correspondence is not inherently private, that messages could be misdirected by a user and that SJA takes no responsibility resulting from the disclosure of private communications occurring over SJA internet or email services.

Members who use SJA IT services are required to ensure that personal computers and/or workstations are safeguarded against viruses, malicious code attacks, unauthorized access resulting in theft, and the like by ensuring the respective computers and/or servers have the following minimal safeguards:

- have the latest software patches,
- disabled any unnecessary services,
- installed anti-virus software
- a username and pass code for access to the desktop.

Members who receive SJA IT services are required to comply with the Terms of Services Agreement (see attachment A of this policy). In general, the Terms of Services Agreement requires the following:

- 2.1 Users must not send email messages containing unusually sensitive information over the Internet without recognizing that electronic communications are not inherently private.



- 2.2 Users must not download or use the material, software or other intellectual property of others in violation of software licenses, copyright and trademark legislation; Users must not download or use on SJA systems any hardware or software not approved for use by SJA.
 - 2.3 IT use must be legal and ethical. Users may not use SJA IT services for any illegal activity or purpose such as knowingly disseminating SPAM, harassing, abusive, malicious, sexually explicit, threatening or illegal information, including jokes or cartoons (as per SJA's Harassment and Discrimination policy).
 - 2.4 Users must not disclose any passwords or security means and methods adopted by SJA.
3. Approvals— For services not within the scope of SJA IT services, members must receive approval from their Provincial/Territorial Office to ensure the protection of SJA's copyright and intellectual property.

Responsibilities/Accountabilities

The National Office is responsible for:

- acting in an advisory and support role for Provincial/Territorial Offices;
- providing email, intranet and website services including the security of and issuing user IDs and pass codes for the purposes of delivering SJA services.
- monitoring any and all electronic communications and use of the Internet to ensure the integrity of the system and compliance with this policy;
- limiting use of SJA IT services as required; and,
- the protection of copyright including logo usage and intellectual property of SJA which includes approving and monitoring the use of the SJA brand in the development of SJA IT services.

The Provincial/Territorial Offices are responsible for:

- acting in an advisory and support role for local SJA offices and units;
- monitoring the use and content of SJA IT Resources such as local Web sites, chat rooms, electronic bulletin boards, email, etc.
- the protection of copyright, logo usage and intellectual property of SJA which also includes approving and monitoring the use of the SJA brand in the development of local SJA IT services such as local Web sites, chat rooms, electronic bulletin boards, in some cases, email, etc.



Local SJA Offices are responsible for:

- acting in an advisory and support role for local SJA units; and,
- monitoring the use and content of SJA IT resources such as local Web sites, chat rooms, electronic bulletin boards, email, etc.

Procedures

Email Account and Intranet Access

In some cases, Provincial/Territorial Councils provide their members and/or employees with a separate IT service which may or may not include email and intranet accounts, and web services. It is therefore requested that members first contact their Provincial/Territorial Office for information regarding these services.

- To set up additional services members require the approval of Provincial/Territorial Councils. These services may include local internet sites, chat rooms, electronic bulleting boards, email, etc.

National Office provides all members with IT services which include email accounts and intranet accounts:

- to receive an SJA email and/or intranet account, the respective individual must be an active member with SJA as identified within the national database system, UNITY.
- to request an email and/or intranet account, please send an email to support@sja.ca and an email and intranet account will be set up for you provided you meet the requirements in UNITY.
- To request and receive access to an email and/or intranet account, there is implied consent to the Terms of Service provided to new users and available on the SJA Intranet.
- Should members have issues regarding the intranet or email account usage, please contact support@sja.ca.
- Should members have issues regarding web services, please contact websupport@sja.ca.

Each person who requests an email account will automatically be provided with an intranet account.

Termination of Services

IT Support services must be notified if any user rights and/or access to the SJA IT Services is terminated, regardless of reason. Email notification that includes the user's name and email address must be sent to support@sja.ca to remove this person from having access to SJA IT services.



Web Services

Access to web services is restricted to approved employees and/or volunteers. Authority for access to web services is provided by the respective Provincial/Territorial Council. Requests for access to web services must be provided to websupport@sja.ca by the respective Council. All users are required to have completed the following prior to receiving access:

- Privacy Policy sign off; and
- Website Content Editor Training, including the respective area of responsibility of the Content Editor, and/or,
- Website Content Editor and Website Administration Training for Master Editors

Termination of Services

Web Support services must be notified if any user rights and/or access to the SJA Web Services is terminated, regardless of reason. Email notification that includes the user's name and email address must be sent to websupport@sja.ca to remove this person from having access to SJA Web Services.

Guidelines

The following guidelines will assist SJA IT service users to understand and implement this IT policy.

1. Terms of Service Agreement is included in Attachment A. The purpose of the agreement is to outline the available services provided to all SJA members, including the acceptable use, accounts passwords and security requirements, members rights and responsibilities. Prior to receipt of an email and/or user account, users should read the Terms of Service Agreement.
2. Violations to the Terms of Services reported to SJA will be dealt with in accordance with related policy and procedures.

Resources

Corporate Graphic Standards Manual
St. John Ambulance Privacy Policy
St. John Ambulance Human Resources Policy
St. John Ambulance Website Policy and Procedures Manual

Policy Review

This policy will be reviewed at a minimum every three years or as required.



Attachment A

Terms of Service Agreement

SJA provides its service to its members subject to the following Terms of Service (the Agreement). The Agreement may be updated by SJA from time to time. As a member, you shall be subject to any posted guidelines or rules applicable to SJA services. All such guidelines or rules are hereby incorporated by reference into the Agreement.

Description of Service

SJA provides users with access to SJA IT Services, including email, intranet, and web services (the "Service") for its members. Any new features that augment or enhance the current Service, including the release of new SJA services, shall be subject to these the Agreement. The Service is provided "as-is" and SJA assumes no responsibility for the timeliness, deletion, misdelivery or failure to store any user communications or personalization settings. The Service is developed either exclusively for SJA and/or is provided under license to and/or agreement to SJA, and SJA is subject to terms of use. The Services should only be used for the purpose of carrying out the work of St. John Ambulance.

SJA Privacy Policy

Registration Data and certain other information about you is subject to the SJA Privacy Policy. Services relating to email, intranet are administered and supported by a third party provider under contract with St. John Ambulance National Office. As per the SJA Privacy Policy, the service providers who have access to personal information in the delivery of these services are bound by a Confidentiality and Non-Disclosure Agreement.

Account, Password and Security

You are responsible for maintaining the confidentiality of the password and account, and are fully responsible for all activities that occur under your password or account. You agree to (a) immediately notify SJA of any unauthorized use of your password or account or any other breach of security, and (b) ensure that you exit from your account at the end of each session. You are responsible for ensuring that all items received for future use are stored in a retrievable location. Any accounts after 185 days of inactivity will be deleted. Any items that are 120 days or older will be deleted from the email account(s). SJA cannot and will not be liable for any loss or damage arising from your failure to comply with this section.

Member Rights and Responsibilities

You agree not to:

1. Transmit any content that is offensive, unlawful, threatening, abusive, harassing, pornographic, devious, defamatory, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable;
2. Harm minors or elder persons in any way;
3. Falsely state or otherwise misrepresent your affiliation with a person or entity;
4. Forge headers or otherwise manipulate identifiers in order to disguise the origin of any content transmitted through the Service;
5. Transmit any content that you do not have a right to transmit under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements);
6. Transmit any content that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party including SJA logos, products and service names that are part of the trademarks of SJA, whether or not registered, without prior permission;
7. Transmit any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation, except in those areas (such as shopping rooms) that are designated for such purpose;
8. Transmit any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment;
9. Interfere with or disrupt the Service or servers or networks connected to the Service, or disobey any requirements, procedures, policies or regulations of networks connected to the Service;
10. Engage in deceptive marketing or advertising practices;
11. Collect or store personal data about other users or access the Services for the purpose of data mining or extracting content from the Services beyond your personal end use.

SJA does not pre-screen content, but has the right to refuse or move any content that violates the Service or is otherwise objectionable. You must evaluate, and bear all risks associated with, the use of any content, including any reliance on the accuracy, completeness, or usefulness of such content.



SJA may preserve content and may also disclose content to: (a) comply with legal process; (b) enforce the Agreement; or (c) protect the rights, property, or personal safety of SJA, its users and the public.

General Practices Regarding Use and Storage

You acknowledge that SJA may establish general practices and limits concerning use of the Service. SJA will provide you with an email account with a standard maximum storage capacity of 10 MB.

You are responsible for maintaining your email account by (a) archiving or deleting old messages and (b) removing large attachments that may slow down the Service. SJA reserves the right to place limitations on the maximum number of days that email messages, message board postings or other uploaded Content will be retained by the Service. You further acknowledge that SJA reserves the right to change these general practices and limits at any time, in its sole discretion, with or without notice.

Limitation of Liability

1. SJA may be required from time to time to modify or discontinue, temporarily or permanently, the service (or any part thereof) with or without notice. Reasons may include but are not limited to software updates, server updates, etc. .
2. All content, whether publicly posted or privately transmitted, are the sole responsibility of the person from which such content originated. Under no circumstances will SJA be liable in any way for any content, for any errors or omissions in any content, or for any loss or damage of any kind incurred as a result of the use of any content posted, emailed, or otherwise transmitted via the Service.

Termination

Service is only available to active members of SJA. If at any time your status with SJA changes regardless of purpose or reason, all rights to the Services will be terminated.

SJA reserves the right, in its sole discretion, to terminate your password, account, or use of the Service, and remove and discard any content within the Service, for any reason, including for lack of use or if SJA believes that you have violated or acted inconsistently with the letter or spirit of the Agreement. As part of the Agreement, an account with 185 days of inactivity will be deleted and items over 120 days will be deleted from the email account.

Termination of your access to the Service under any provision of this agreement may be effected without prior notice, and you acknowledge and agree that SJA may immediately deactivate or delete your account and all related information and files in your account and/or bar any further access to such files or the Service. Further, you agree that SJA shall not be liable to you or any third-party for any termination of your access to the Service.



Violations

Please report any violations of the Agreement to support@sjc.ca or mail or fax to: St. John Ambulance National Office, 400-1900 City Park Drive, Ottawa, Ontario, K1J 1A3
Tel: (613) 236-7461 or Fax: (613) 236-2425.