

21 January 2016

Attention: Henry Williams
Email: fyi-request-3555-1c7fe0a2@requests.fyi.org.nz

Dear Mr Williams

**REQUEST FOR INFORMATION UNDER THE LOCAL GOVERNMENT OFFICIAL
INFORMATION AND MEETINGS ACT 1987 (ACT)**

On 18 January 2016, Watercare received from the Auckland Council, your request for information under the Local Government Official Information and Meetings Act 1987 ("LGOIMA") for "**Watercare's policy on mobile phone use by staff**".

Our Response

Watercare has a highly mobile workforce which is spread across 83 sites. Mobile phones are used throughout the organisation (we have approximately 600 for 800 staff) to provide mobility.

Watercare's mobile service is provided by 2degrees via their "Business Assure" plan. This provides mobile phone users with unlimited calling and texts, regardless of the time of use, at a fixed cost. The policy requested is attached.

Yours sincerely



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David Hawkins
Corporate Relations & Communications Manager

Policy: IS ACCEPTABLE USE POLICY	Introduction date: January 2015
Approved for issue by: Chief Executive	Review Date: January 2017
Application: All Staff	Policy Owner: Information Services Manager
Issue Method: Intranet	

Watercare use a number of electronic systems and devices to provide access to business information and to improve the effectiveness of people who work here. These systems and devices include;

- The Internet, Our Intranet and E-mail system
- Our Wireless Networks (for employees and for guests)
- Our Computers/Laptops/Tablets
- Mobile and Smart Phones
- Business Applications (SAP, Hansen, GIS etc).

This policy sets out the principles by which these systems and devices are to be used by Watercare employees and contractors. If an aspect of technology is not covered in this policy, please seek advice from our IS team before you act. Failure to follow this policy – or seeking forgiveness after you have engaged in unauthorised activity - may result in disciplinary action.

General Principles

Electronic systems and devices are provided to assist you in your role with your legitimate work related activities. Each system or device has terms that you agree to adhere to when using them. You must not loan any business device to anyone else.

You may use the systems and devices for limited non-work related activity, outside of the hours you are paid to be working. This includes limited use of company printers for personal use and limited use of social networking sites. Excessive use of social networking sites will be highlighted to you and your manager.

In using Watercare's systems and devices you accept that we do not guarantee your privacy and reserve the right to monitor your access to and the nature of the information you exchange for personal use.

Physical Security

You must ensure all devices are locked and secured when left unattended and lock automatically after a specified idle time. Any attempt to contravene or bypass security requirements on any device will be treated as a security breach. You must take good care of all devices you have access to, ensuring they are kept clean and not damaged.

Information Security

You should guard confidential material by;

- the proper use of robust passwords. Passwords must comprise at least 8 characters including 2 numbers and one upper case letter. You must not disclose passwords or other access codes to anyone else
- using other security measures such as PINs
- not using insecure file sharing services to transfer confidential information
- not working on confidential information using a home computer
- erasing confidential information from any device not returned to the IS team.

The use of file sharing services (ie Dropbox) to exchange information with external parties is allowed where it is a necessary part of Watercare business. However the use of file sharing services as alternative to Watercare internal file shares and websites is not allowed.

Any devices containing data or programs from sources outside of Watercare must be scanned for viruses before being attached/inserted into any device. It is Watercare's preference that any presentation provided by a visitor is e-mailed to an employee prior to the presentation, so that it passes through the Watercare firewall. Where this is not possible, please ensure the presentation is coming from a reputable source.

You must obtain approval from the data owner before transferring any data or documents from Watercare systems to any external devices or external contractors. Any transfer of Watercare data or software to external media will need to be fully encrypted.

Only software that has been approved by IS may be run or loaded onto Watercare systems or devices. Requests for additional or new software must be approved by IS.

You must not;

- Create, view, access, store, distribute or display any inappropriate, discriminatory or offensive material
- Post any confidential or defamatory statements on social media
- Use any Watercare system or device to harass, bully or defame another person or party
- Use any Watercare system or device to share personal information about anyone else, without their prior approval
- Use any Watercare system or device to access gambling or gaming sites
- Download or distribute pirated software, videos or music
- Open any attachments from unfamiliar or suspicious senders
- Use any Watercare system for personal gain (ie changing a water bill).

You will abide by all legislation governing information, including the Privacy Act; the Copyright Act; the Data Protection Act and the Unsolicited Electronic Messages Act.

Your use of systems and devices will be monitored by our Information Services Team and by our telephone provider. Employees found to be abusing their use will have their access removed and may be subject to disciplinary action. Watercare will assist law enforcement agencies with the investigation of any criminal activity if request to do so by any authorities. Such assistance may include providing all relevant details of internet connections and traffic.

E-mail

When you send an e-mail, you should remember the following;

- An e-mail message is legally equivalent to a letter. E-mail messages can be defamatory and can form contracts. For these reasons it is important to take the same care composing e-mail messages as you would a letter. E-mail messages, like other documents, can be disclosed to any person named in the e-mail under the Local Government Official Information and Meetings Act 1987 and in the event of legal proceedings
- Messages may be seen by system managers and other IS staff, just as postcards can be seen by postal workers. Moreover Watercare cannot guarantee that communications will not be accessed illicitly.

Please do not automatically forward e-mail to a non-company e-mail address.

Our Wireless Network

You may use the wireless network services to access essential external resources, using wireless capable devices that are either the property of Watercare or the property of another party. Should you require access to large amounts of bandwidth or data you must contact the IS team to gain their prior authorisation.

You must not bridge the wireless network to any other network. For example you may not use the wired Ethernet port or Bluetooth on your laptop to 'share' the network service with any other user or device.

If you receive any warning messages while attempting to connect to the wireless network service, you should contact the Watercare IS Helpdesk immediately.

Mobile and Smart Phones (Phones)

Phones will be allocated where required by a role. If it is identified that a phone is no longer required then it shall be returned to IS.

As an alternative to a standard Watercare device, you may choose to use an approved personally owned device to connect to the appropriate networks and information. You do so on the understanding that this device will be managed by Watercare through enrolment in the MDM tool. Using this tool, the IS team will ensure all company information and systems are backed up, so in the event the phone is lost this information is secure. It is your responsibility to back up any personal information, media, applications or settings regularly as, in the event that the phone is lost, this information will be wiped and therefore not secure. Watercare will not accept any responsibility for a personally owned device that is damaged or lost in the process of work.

If you prefer, your personal number can be transferred in to Watercare when you join and, where possible, transferred back to you if you leave.

Phone accounts will be authorised for payment by the employee's immediate supervisor/manager. Where you use a phone to make personal calls, your manager may require you to reimburse Watercare for the costs of these calls.

If you wish to use the phone to record an image of someone, you must gain their permission beforehand or, in the event of the person being under the age of 18, you must seek the consent of their parent or guardian.

Mobile phones must not be used whilst driving, unless attached to a hands free kit. Watercare discourages you from using a hands free kit unless you are in an emergency or unavoidable situation. If you need to make or return a call whilst driving, find a safe place to pull over and make the call.

If you have a Watercare device you must return the device on leaving, together with any batteries, chargers or accessories that have been supplied to you.

If you are using a personally owned device, as part of your leaving process you must submit your device to the IS team who will remove all Watercare information and systems access.

I understand and agree to abide by the IS Policy.

Your name

Your signature

Date

Policy approved for release

Raveen Jarduram

Chief Executive