

# Town of Canandaigua

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*Established 1789*

## **POLICY ON THE USE OF INFORMATION TECHNOLOGY RESOURCES**

Adopted by Resolution No. 2017-316 on September 18, 2017

Amended by Resolution No. 2017-356 on October 16, 2017

The Town of Canandaigua provides many of its employees with a variety of information technology resources. These Information Resources include computers, computer programs, printers, fax machines, telephones, voice mail, and on-line capabilities such as e-mail and the Internet. The Town of Canandaigua provides these Information Resources in order to permit the delivery of better and more efficient services to the Town and its citizens. These resources should be used for appropriate business purposes only.

This policy applies to all users of the Town's Information Resources. It is intended to prevent the illegal and/or improper use or abuse of the Town's Information Resources. No contractual rights are created by the existence of this policy. **Use of any of the Town's Information Resources by any user shall constitute acceptance of the terms of this policy and of any future amendments.**

### **I. User Responsibilities**

It is the responsibility of all users including appointed and elected officials to read, understand and follow the terms of this policy. Users are expected to exercise reasonable judgment in interpreting this policy and in making decisions about the use of the Town's Information Resources. Any user with questions about the application or interpretation of this policy should seek clarification from his or her Department Head or the Town Manager.

### **II. Acceptable Uses**

Any use that is related to a user's official duties and responsibilities or which furthers a particular Town goal in providing its citizens with better and more efficient services. Department heads are responsible for determining which personnel are authorized to use each computer under the Department Heads purview.

### **III. Prohibited Uses**

1. Sending, receiving, downloading, displaying, forwarding, printing or otherwise disseminating material that is profane, obscene, harassing, fraudulent, offensive or defamatory.
2. Disseminating or storing destructive programs (viruses or self-replicating codes) or other unauthorized material.
3. Wasteful use of the Town's Information Resources by among other things, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, printing multiple copies of

documents or otherwise creating unnecessary network traffic.

4. Using or copying software in violation of a license agreement or copyright.
5. Intercepting communications intended for other persons, except for the limited purpose set forth in Section VIII below.
6. Gaining or attempting to gain unauthorized access to any computer or network.
7. Violating any international, federal, state or local law.
8. Conducting a private business.
9. Transmission of materials used for commercial promotion, product endorsement or political lobbying.
10. Using or attempting to use a username or password assigned to another person, or pose as another user without express authorization for business purposes.

#### **IV. Data Confidentiality**

As is more fully discussed below, email messages dealing with official Town business are generally considered to be public record information. **Email messages can be stored, copied, printed or forwarded by any intended or unintended recipient; therefore users should not expect their e-mail messages to be either private or confidential.**

Some users may, as part of their job, have access to confidential or proprietary information such as personal data about identifiable individuals or commercial information about business organizations. Users are strictly prohibited from acquiring access to and /or disseminating such confidential information unless access to and/or dissemination of such information is authorized and required by their jobs.

#### **V. E-Mail and Public Record Law**

E-mail messages concerning official Town business are generally considered public record information that is subject to disclosure under the New York public records law. All users shall retain either a printed or digital record of official Town e-mails sent or received by the Town's systems, in the same manner that other paper records are kept by their department, and in accordance with record Retention Schedule requirements.

#### **VI. E-Mail Etiquette**

Employees are expected to use their access to electronic mail in a responsible, informed, professional manner. Unsolicited email should never be opened. The user should delete the message immediately. Never open an attachment, especially if you do not know the source. Confidential information should never be sent via e-mail.

#### **VII. Security**

All usernames and passwords are for the exclusive use of the individual to whom they are assigned. The user is personally responsible and accountable for all activities carried out under his/her username, and should take all reasonable precautions to have passwords be kept confidential at all times. Employees should endeavor to create passwords that are unique and not easily discoverable. For security purposes, employees should either log off or revert back to a password screen saver when leaving their computer for an extended period of time.

## **VIII. Privacy**

All Information Resources are the Property of the Town of Canandaigua and must be used in conformance with this policy. Since the Town owns these Resources, users are advised that they should have no expectation or guarantee of privacy when using them, whether their use takes place during or outside of working hours. The Town of Canandaigua reserves the right to monitor the use of the Town's e-mail and Internet systems for legitimate business purposes, including but not limited to, the need for supervision and/or proper operation of the workplace.

## **IX. Referral to Information Technology**

All matters relating to unusual computer or electronic occurrences must be reported immediately to the employee's Department Head or the Town Manager. Record information such as steps taken and warnings from the computer to aid in diagnosing the situation.

## **X. Data Breach Response**

Any suspected unauthorized access, theft, data breach or exposure containing protected data or sensitive data must be immediately reported to the Department Head and the Town Manager. This also includes the loss or theft of any devices containing such data such as computers, hard drives, thumb drives, smart phones, and data disks.

The Town Manager will work with the IT, legal and human resource departments to determine the appropriate actions to take to protect the data, investigate, and where appropriate communicate notice of the breach to: a) internal employees, b) the public, and c) those directly affected.

The Town Manager will consult the New York State Enterprise Information Security Office to ensure any requirements of the New York State Technology Law § 208 are met whenever a data breach includes "Private Information" as defined in the State Technology Law § 208. This policy section is adopted consistent with the requirements of the New York State Technology Law § 208 paragraph 8.

## **XI. Violations**

Any employee who violates this policy or uses the Town's Information Resources for inappropriate purposes shall be subject to disciplinary action, up to and including suspension and/or termination. Users may be personally liable for any losses, costs or damages incurred by the Town related to violations of this policy. Employees who discover a violation of the policy by another employee are obligated to report it to their supervisor or the Town Manager. Illegal use of the Town's information Resources may result in referral to law enforcement authorities.