ICT Policy

Approved: 2024

Review Due: 2027

1. Introduction

Weightlifting Wales is committed to ensuring staff members have access to appropriate information and communication technology (ICT) infrastructure, tools, training and support which assists them to undertake their work efficiently and effectively. The organisation recognises that encouraging all individuals associated with Weightlifting Wales to make full use of computer systems, including email and internet facilities is extremely important if we are to maximise the benefits which can be achieved through the use of modern ICT resources. However, inappropriate use of the Weightlifting Wales ICT facilities could result in legal action being taken against us and/or any key volunteer(s) involved.

Examples of possible claims which could be brought include copyright infringement, defamation, racial, sexual and/or other forms of harassment, offences under the Obscene Publications Act and offences under the Computer Misuse Act. In addition, downloading material from the Internet, using disks, transferring files and even the use of email can cause serious damage to a computer system whether by introducing viruses, deleting files, corrupting data, causing system crashes or overloading resources.

This policy aims to provide Weightlifting Wales with guidance in managing the ICT infrastructure and obligations with regard to ICT, and to ensure staff use of these resources is secure and appropriate. It is important that you read and understand the information contained in this policy and procedure so that you are aware of the Weightlifting Wales regulations for use of information systems and the required professional conduct using any social media.

The ICT policy applies to all employees, Board members, volunteers and members, as well as any other individuals using Weightlifting Wales's ICT systems. This policy is not intended to guide staff in administration and use of the website or other electronic systems.

If you breach this policy, the matter will be dealt with within the context of Weightlifting Wales Disciplinary Policy and Procedure. Each case will be considered on its merits and, if sufficiently serious, may constitute gross misconduct resulting in summary dismissal if an employee involved or withdrawal of membership of the organisation if a volunteer/athlete. If you have any questions about this policy or wish to raise any comments, or if you become aware of any breaches of this policy, you should notify the governance and compliance officer immediately.

1.1 Policy Implementation

Information Communication and Technology (ICT) is an umbrella term describing technology systems and objects that enable users to access, store, transmit, exchange and manipulate information, including computers, networks, telecommunications (telephone lines and wireless signals), software, data storage, and audio-visual systems.

When using the Weightlifting Wales ICT computer systems, individuals have a responsibility to use Weightlifting Wales's systems in a professional, lawful, and ethical manner, ensuring compliance with all other Weightlifting Wales (particularly Safeguarding Children and Data Protection) policies so that all ICT facilities, services, programs and data are protected from threats, whether internal or external to the organisation, deliberate or accidental.

1.2 Policy Principles

The outcome of this policy is that Weightlifting Wales has an ICT system which is secure, stable, efficient, and user-friendly. Given this, the following principles guide Weightlifting Wales's ICT policy and procedures:

a)   Responsibilities for ICT management and administration are clearly defined through the governance and compliance officer and/or business support officer.

b)   An ICT Strategy canvasses the current and future ICT needs of the organisation and aligns with the organisation's strategic plan.

c)   ICT purchases are made for a valid reason, in an approved way and in alignment with the ICT Strategy.

d)   ICT tools and systems are "fit for purpose" and responsive to changing environments and technologies.

e)   All relevant laws are complied with, including laws relating to data protection, acceptable use of internet and email, software licensing, privacy, confidentiality, discrimination and harassment.

f)   Staff, Board members, volunteers and any other related individuals of Weightlifting Wales are entitled to training and other support to assist them in using ICT systems that are relevant to the work of the organisation.

2. **Information and Record Management**

Weightlifting Wales recognises that information is a valuable organisational asset requiring effective management and that all its related activities should be delivered accordingly. The purpose of this section is to provide guidance to Weightlifting Wales on the manner in which electronic information is created, collected, exchanged, retained, disposed of, used and disclosed by the organisation. This includes the use of email to record information.

The organisation maintains and creates paper and electronic records that are authentic, reliable, legible, have integrity, and are usable. This allows for the process within Weightlifting Wales that all file management systems are systematic, compliant with legislation and quality standards, informative and protects the interests of the organisation. Also, internal organisational files are effectively established, reviewed, maintained and retained, which ensures employees, volunteers, Board members, and client information is secure, accessible, relevant and used primarily for the purpose it is being collected.

The organisation aims to ensure that the information it collects, uses or discloses is accurate and complete at the time it is collected. In the event that any individual or external organisation wishes to correct errors in their information, these corrections will be made in all circumstances where it is reasonable to do so.

Managing information and records to meet the operational and legal requirements of Weightlifting Wales includes:

- Managing records throughout their life cycle.

- Documenting activities and decisions.

- Filing, securing and storing information.

- Documenting, protecting and preserving information critical to the organisation's business systems.

Weightlifting Wales only creates and collects records to meet the organisation's operational and legal requirements. Information that provides evidence of decisions, strategies, activities, and outcomes related to the Weightlifting Wales operations that are to be created and collected. This includes internally and externally generated records, whether they are created through email, word processing software, databases, spreadsheets, scans, or by other means.

Electronic record-keeping is the preferred format for maintaining records in order to increase their accessibility and minimise unnecessary use of paper. Some paper records may be scanned and saved in electronic format only, or with the original also maintained and filed. Original paper documents containing signatures are to be maintained in physical filing systems.

Final versions of key corporate records, such as Board meeting minutes, annual reports, and staff disciplinary matters, are to be filed in an unalterable PDF format and maintained for the

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length of time specified in the relevant legislation and with the necessary security set out in the group of Data Protection Policies.

3. Security

Weightlifting Wales records and data are kept secure, with staff members having access through their computer log-in account and password. Users are prompted to change their passwords at least every year for added safety, with all employees being responsible for the security and complexity of their own passwords. Board members have access to governance, finance and compliance records through Weightlifting Wales Board meetings and/or director sub-group committee meetings and specific requests through the WW staff.

All employees are responsible for the security of your PC and/or laptop/other equipment at all times, whether it is the property of Weightlifting Wales or their own. The contents of all documents, files and email communications about Weightlifting Wales on your PC and/or laptop/other equipment are the property of Weightlifting Wales.

You must not allow your PC and/or laptop/other equipment, if owned by Weightlifting Wales to be used by any unauthorised persons, including members of your family.

When leaving equipment unattended, you must ensure that you either switch it off, log off or lock it to prevent unauthorised access in your absence.

You must keep any personal passwords to access Weightlifting Wales data confidential and not disclose it to anyone, including any of your colleagues/family. You must not ask any of your colleagues to give you their passwords, nor must you try to or actually access the Weightlifting Wales system using any other person's password.

Stakeholders, visitors, consultants, clients and other non-staff members are not provided with access to any Weightlifting Wales electronic records unless it is necessary for their work. The Chief Operating Officer makes determination on such access as required, ensuring optimum privacy and security levels are maintained.

4. Internal Communication

Weightlifting Wales understands that communications tools such as phone, email, internet and social media applications have become essential component parts in the way communications and business are carried out to relate with members, clients, staff members and other organisations.

Employees, volunteers and board directors may use email access provided by the organisation for any work-related purposes of Weightlifting Wales. Employees can generally expect that the subject and recipients of emails may be monitored intermittently, with Weightlifting Wales reserving the right to read and take action on employee emails if there is reasonable evidence that an employee is breaching this policy.

The use of instant mobile messaging is a great advantage to Weightlifting Wales by enabling communication quickly. However, messages online between staff members via mobile communication apps can give rise to legal action against Weightlifting Wales and could be presented as evidence in any such legal action. It is therefore vital for instant messaging to be treated like any other form of correspondence, such as the more modern-day formal approach of email. Weightlifting Wales will not tolerate the use of email or instant messaging (e.g. WhatsApp) to create a hostile or offensive environment based on gender, colour, race,

nationality, ethnic or national origin, culture, religion, sexual orientation, age, disability, any other personal characteristic or any other reason.

Binding contracts can be formed by email even though it may appear informal, but you must take care not to enter contractual obligations without the usual care and attention to detail necessary to protect the Weightlifting Wales's interests. Confidential Information should not be included on internet communication apps such as Microsoft Team chats, and WhatsApp (NB confidential information includes any information which is not available to the general public which would damage the Weightlifting Wales's reputation if it became known).

5. Purchasing of ICT Equipment, Software, and Services

Weightlifting Wales encourages the appropriate and timely acquisition of ICT equipment to support the organisation's operations, including research, programs, services and activities.

The organisation shall ensure that the chosen ICT purchases provide quality, reliable and up-to-date equipment and software to its employees in order to provide quality services. While making sure that these purchases comply with both legislative requirements and ethical obligations in the purchase and use of equipment, licences and other ICT supportive services. There is a consideration also that any of the ICT equipment, software and services purchased are used and disposed of in an ethical and responsible manner that recognises the need to be consistent, cautious and thorough in the way that these tools support the organisation's operations. Therefore, all staff members will need understand their responsibilities in relation to purchasing ICT equipment.

Weightlifting Wales is committed to purchasing the most cost-effective ICT goods and services primarily with regard to price, but also relating to quality, reliability, service, delivery and efficiency. This may mean, for example, that a slightly higher priced item or service might be chosen if it is from a supplier that has proven to be reliable in the past. As a public facing

national governing body there is the commitment of the organisation to consider environmental and ethical manufacturing issues wherever possible.

The following procedure is to be followed by staff members, when they wish to purchase ICT equipment, software or services required for event preparation or other work:

- Staff identify what item they need, and why they need it, given the requirements of their responsibility, the budget area for this item with liaising with the business support officer, as well as their alignment with the organisation's ICT Strategy.

- The staff member checks the relevant funding agreement (if appropriate) to determine whether they need to seek quotes before purchasing any items with the budget funds.

- Staff members seek approval for the purchase from their line manager, outlining the reasons for their request; if possible, they forward this request by email.

- Line manager discusses the request with the staff member, then makes a decision based on the needs of the item for the staff member, the budget, and ICT Strategy.

- The manager should notify the staff member of their decision, if possible by email.

- If approved, the staff member should forward the details of the required purchase to the business support officer and advice as to whether quotes are required under the funding agreement.

- The business support officer should source appropriate item/s, keeping in mind the organisation's purchasing principles, and then decide what item should be purchased.

- The business support officer should then follow the financial policy and procedures set out within the finance policy to get approval of a final invoice if required once one comes through, before going ahead and making the payment.

6. Virus Protection and Back-Up

It is important to maintain up to date anti-virus software on any computer or portable devise that holds Weightlifting Wales information. Likewise, it is vital that regular back-ups of data are undertaken to ensure that system failure, theft, or any other reason would not result in the loss of Weightlifting Wales information. External hard drives or secure cloud-based options (e.g. Microsoft One-Drive) should be used.

6.1 New User

When a new staff member (or other approved user) commences with Weightlifting Wales, their line manager will inform the business support officer and ask them to create a new log-in on the organisation's Microsoft account.

The business support officer will undertake the following tasks in relation to this:

- Ensure the new user has access to a networked desktop computer/laptop

- Create a new network user account with the appropriate access levels

- Allocate a log-in for other internal systems

- Assist the new user to set up their email access through Microsoft Outlook and to change passwords on the account

- Provide a copy of this policy and explain where to find information or seek assistance about particular issues

- Support new users to use other internal ICT equipment and systems

6.2 Encryption

Staff members are not generally permitted to encrypt hard drives or folders, because if an encryption password is lost, the data is impossible to recover. If Weightlifting Wales staff are required to encrypt data in order to transmit to external clients, the original data or files should

first be stored, unencrypted, on the internal network.

In the event that staff are required to encrypt data for internal use only, for example: Weightlifting Wales's internal policies and procedures in Word format may be password protected to eliminate unauthorised changes to the documents, the passwords will be recorded by the business support officer.

If staff members are concerned about the security of specific data, they should consult the business support officer as to the best way to improve its security.

Staff working offsite (i.e. working from home) should be aware that they have a responsibility to comply with this ICT policy and not jeopardise the information security, privacy and confidentiality of the organisation's confidential data they hold. Wherever possible, they do not access the network on computer equipment systems that are readily accessible by, or shared with, the general public. Where staff access the network from home, they must ensure passwords for access are secure from other regular or occasional users of that computer, including friends and family.

7. Leaving Weightlifting Wales

When a key volunteer or regular user leaves their Weightlifting Wales employee position, all equipment owned by Weightlifting Wales, as well as all data and information held (including back-ups) must be returned to Weightlifting Wales as soon as reasonably practicable. If duplicate data already exists that is accessible to Weightlifting Wales the individual is required to delete all copies from his personal equipment immediately and confirm the action has been completed to the chief operating officer.

8. Review and Updates

Weightlifting Wales ICT policy assists to establish a culture of openness, trust and integrity in all online activities related to Weightlifting Wales. As part of all employee's inductions, there will be discussions taking place to educate Weightlifting Wales staff, athletes, members, and volunteers about this policy and for online conduct best practices.

In circumstances where guidance about ICT issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

9. Revision of Policy

This policy is not intended to be contractually binding. Weightlifting Wales reserves the right to amend and/or withdraw this policy from time to time for any reason, including without limitation, to take account of changes in the law, best practice and/or operational requirements. The document will be reviewed regularly to ensure its effectiveness. Every effort will be made to advise users of any changes agreed.

Further Help and Guidance

Additional information may be found at the UK Safer Internet Centre's Professional Online Safety Helpline which offers advice and guidance around e-Safety for professionals who work with children and young people in the UK. The helpline provides support with all aspects of digital and online issues such as social networking sites, cyber-bullying, online gaming and child protection.

Contact the helpline 0844 381 4772, or visit www.saferinternet.org.uk/helpline for more information.

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