

section 15

Computers, Email, Internet, and Communications

15.1 Electronic Communications

Email is Not Private

Email messages, including attachments, sent and received on YWCA Tulsa equipment are the property of YWCA Tulsa. We reserve the right to access, monitor, read, and/or copy email messages at any time, for any reason. You should not expect privacy for any email you send using YWCA Tulsa equipment, including messages that you consider to be personal or label with a designation such as “Personal” or “Private.”

All Conduct Rules Apply to Email

All of our policies and rules of conduct apply to employee use of the email system. This means, for example, that you may not use the email system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to reveal any organization trade secrets.

Professional Tone and Content

We expect you to exercise discretion in using electronic communications equipment. When you send email using YWCA Tulsa’s communications equipment, you are representing the organization. Make sure that your messages are professional and appropriate, in tone and content. Remember, although email may seem like a private conversation, email can be printed, saved, and forwarded to unintended recipients. You should not send any email that you wouldn’t want your boss, the media, or our organization’s competitors to read.

Email Security

To avoid email viruses and threats, employees should not open email attachments from people and businesses they don’t recognize, particularly if the email appears to have been forwarded multiple times or has a nonexistent or peculiar subject heading. Even if you know the sender, do not open an email attachment that has a strange name or is not referenced in the body of the email; it may have been transmitted automatically, without the sender’s knowledge.

If you believe your computer has been infected by a virus, worm, or other security threat to YWCA Tulsa’s system, you must inform the IT Help Desk immediately or your supervisor.

Employees may not share their email passwords with anyone, including coworkers or family members. Revealing passwords to YWCA Tulsa’s email system could allow an outsider to access the organization’s network.

Retaining and Deleting Email Messages

Because email messages are electronic records, certain messages must be retained for compliance purposes. Please refer to our Document Retention policy for guidance on which records must be kept, and for how long. If you have any questions about whether and how to retain a particular email message, please ask your supervisor.

Because of the large volume of emails our organization sends and receives each day, we discourage employees from storing large numbers of email messages. Please make a regular practice of deleting email messages once you have read and/or responded to them. If you need to save a particular message, you may archive the email, or save it on your hard drive or disk.

Use of the Email System

The email system is intended for official YWCA Tulsa business. Although you may use the email system occasionally for personal messages, you must exercise discretion as to the number and type of messages you send. You must also ensure that your personal use of the email system does not interfere in any way with your job duties or performance. "Chain letters" should not be forwarded. Any employee who abuses the privilege may be subject to disciplinary action, up to and including immediate termination.

Please use YWCA Tulsa branding standards in all communications, including your email signature.

No Solicitation by Email

You may not use the email system to solicit others to patronize an outside business or to support a political candidate or a religious cause. You also may not use the email system to ask employees to donate to a particular charitable cause without the prior consent of the Director of Communications & Development.

Violations

Any employee who violates this policy can be subject to disciplinary action, up to and including immediate termination.

15.2 Using the Internet

All employees shall protect to the best of their ability all office equipment, computer equipment, and information resources of YWCA Tulsa against any illegal use, damage or unauthorized use. You are responsible for the safekeeping and proper use of any equipment provided to you for your use during employment.

Prohibited Uses of the Internet

Employees may not, at any time, access the Internet using YWCA Tulsa equipment or links for any of the following purposes:

- To view websites that offer pornography, gambling, or violent imagery, or are otherwise inappropriate in the workplace.
- To operate an outside business, online auction, or other sales site, solicit money for personal purposes, or otherwise act for personal financial gain or profit.
- To download or copy software, games, text, photos, or any other works in violation of copyright, trademark, or other laws.
- To stream, run, or download any non-YWCA Tulsa-licensed software program without the express consent of the IT department.
- To stream, run or download music, video games, mini-desktop applications (widgets), or any form of multimedia, from the Internet.
- To read, open, or download any file from the Internet without first screening that file for viruses using the organization's virus detection software.

If you believe that your job may require you to do something that would otherwise be forbidden by this policy, ask your supervisor how to proceed.

No Personal Posts Using Organization Equipment

Employees may not use YWCA Tulsa's equipment to transmit their personal opinions by, for example, posting a comment to a blog or social networking page or contributing to an online forum. Even if you don't identify yourself as a YWCA Tulsa employee, your use of the organization's equipment could cause your opinion to be mistaken for YWCA Tulsa's view.

Internet Use is Not Private

We reserve the right to monitor employee use of the Internet at any time. You should not expect that your use of the Internet—including but not limited to the sites you visit, the amount of time you spend online, and the communications you have—will be private.

Personal Use of the Internet

Our network and Internet access are for official YWCA Tulsa business. Employees may access the Internet for personal use on a break and only in accordance with the other terms of this policy. Employees who engage in excessive Internet use on YWCA Tulsa computers, even during non-work hours, may be subject to disciplinary action, up to and including immediate termination.

Rules for Accessing Personal Email

Accessing your personal email account from work creates security risks for the organization's computer system and network. To help control these risks, employees must follow these rules when using YWCA Tulsa equipment to access their personal email:

Please limit your access to personal email accounts during working hours.

Do not open any personal email messages from an unknown sender. Personal email is subject only to the security controls imposed by your provider, which may be less strict than YWCA Tulsa's security controls. If a personal message contains a virus or other malware, it could infect YWCA Tulsa's network.

Before you open any attachment, you must scan it for viruses using YWCA Tulsa's antivirus software.

Please refer to [form d](#), Internet and Email Policy Acknowledgement, in the Appendix section of this Handbook.

15.3 Software Use

It is our organization's policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical, it is also illegal and can subject YWCA Tulsa to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, employees may not do any of the following without permission from the director or their program:

- Make a copy of any YWCA Tulsa software program, for any reason.
- Install a YWCA Tulsa software program on a home computer.
- Install a personal software program (that is, software owned by the employee) on any YWCA Tulsa computer.
- Download any software program from the Internet to a YWCA Tulsa computer.

The organization may audit YWCA Tulsa-owned computers at any time to ensure compliance with this policy.

Additionally, every computer is provided with a Microsoft Office pre-installed screen saver. No changes may be made to your screensaver or to your other desktop software without prior approval of the IT department. Employees should notify their supervisor or Human Resources upon learning of any violation of this policy.

15.4 Personal Blogs and Posts

Personal Blogs and Online Posts

YWCA Tulsa recognizes that some of our employees may choose to express themselves by posting personal information on the Internet through personal websites, social media, blogs, or chat rooms, by uploading content, or by making comments at other websites or blogs. We value our employee's creativity and honor your interest in engaging in these forms of personal expression on your own time, should you choose to do so.

However, problems can arise when a personal posting identifies or appears to be associated with our organization, or when a personal posting is used in ways that violate YWCA Tulsa's rights or the rights of other employees.

Guidelines for Online Posting

You are legally responsible for content you post to the Internet, in a blog, social media site, or otherwise. You can be held personally liable for defaming others, revealing trade secrets, and copyright infringement, among other things.

All of YWCA Tulsa policies apply to anything you write in a personal blog, post to the Internet, or upload to the Internet. This means, for example, that you may not use personal postings to harass or threaten other employees or reveal YWCA Tulsa trade secrets or confidential information, such as internal reports or confidential organization communications.

If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of YWCA Tulsa, whether by explicit statement or by implication, you must clearly state the views expressed in your post, or at your blog, social media page, or website, are your own, and do not reflect the views of YWCA Tulsa.

You may not use YWCA Tulsa trademarks, logos, or other images, nor may you make false or misleading statements about the organization's philosophy, products, services, opinions, or affiliations with other companies.

You may not use YWCA Tulsa's trademarks, logos, copyrighted material, branding, or other intellectual property in a way that violates intellectual property law.

YWCA Tulsa may have a legal duty not to disclose certain facts. Employees must follow the law and refrain from making any prohibited financial disclosures, or confidential, sensitive, or proprietary information about YWCA Tulsa.

Please keep in mind that your personal postings will be read not only by your friends and family, but possibly by your coworkers and bosses, as well as YWCA Tulsa customers, clients, members, and competitors. Even if you post anonymously or under a pseudonym, your identity can be discovered relatively easily. Use your common sense when deciding what to include in a post or comment. Don't say something that you wouldn't want these people to read.

Promoting YWCA Tulsa or Its Products or Services

Do not engage in covert marketing or endorsements for YWCA Tulsa or its products or services. If you post anything about YWCA Tulsa, you must identify yourself as a YWCA Tulsa employee. You are legally required to identify your employment relationship if it might be relevant to a consumer's decision to patronize our organization or if your failure to do so could be misleading to readers. This means, for example, that employees may not post anonymous online reviews of YWCA Tulsa products or promotional statements about our organization in which they fail to identify themselves as employees.

Social Networking With Colleagues

Use your good judgment when requesting that coworkers, managers, or subordinates join your online social networks, or when responding to such requests. YWCA Tulsa does not tolerate communications toward work colleagues that violate its policies—such as sexual harassment, bullying, or threats—whether they take place online or off.

15.5 Social Media Relations Policy

Social media/internet postings may generate media coverage. If you are contacted about doing any press related to YWCA Tulsa, please contact the Director of Communications and Development for approval. You should also ask the Director of Communications and Development for clarification on whether specific information has been publicly disclosed before you blog/post it.

YWCA Tulsa may monitor content out on the Internet. Policy violations may result in discipline up to and including immediate termination of employment. YWCA Tulsa prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including immediate termination.

15.6 Media Relations

In order to establish a framework for achieving an effective working relationship with the media and to have a consistently high quality of public relations, all media inquiries regarding YWCA Tulsa matters should be referred to YWCA Tulsa's Director of Communications & Development or to the Chief Executive Officer regardless of the circumstances. This policy applies to both normal working hours and occurrences outside of normal working hours.

Most proactive media contact is initiated by the Director of Communications & Development. This includes issuing press releases and media advisories and personal contacts with reporters and editors for coverage. Departments seeking publicity for events or activities should contact the Director of Communications & Development to ensure the best media coverage, news release, or other type of presentation. Departments should not initiate news media contacts before notifying the Director. It is the intention to make every effort to publicize notable activities. If an employee believes something to be newsworthy, they are encouraged to make it known to their supervisor or the Communications and Development staff.