

**JULY 2022**

## **West Sussex Federation of WIs Digital Policy** *(Including: Office 365 email account use policy)*

### **Brief & purpose**

Our Federation Digital policy helps members use their WSWFI email addresses appropriately. Email is essential to our everyday WI activities as volunteers, staff, WIs, Trustees and IT support. We want to ensure that all users of federation email accounts understand how to get the best out of, and also the limitations of, using their WSWFI email accounts.

The goal is to protect our confidential data from breaches and safeguard our reputation and technological property. All users should also access and follow Data Protection policy and guidance advised by National Federation of WIs and published on the MyWI website here: <https://mywi.thewi.org.uk/essential-information/wi-policy> and other relevant WSWFI policy and guidance on the Federation webpages here:

### **Scope**

This policy applies to all staff, Trustees, WIs, WI members and partners who are assigned (or given access to) a WSWFI email account. This WSWFI email may be assigned to an individual (e.g., first name surname@wsfwi.co.uk) or a WI (e.g., [anytownwi@wsfwi.co.uk](mailto:anytownwi@wsfwi.co.uk).) or to a Federation team, shared mailbox or distribution list. This policy describes what constitutes appropriate and inappropriate use of a WSWFI email account. The same principles also extend to responsible use of related Microsoft365 applications accessed through the WSWFI email account such as Word, Excel, PowerPoint, etc. Organisation emails are powerful tools that help users in their jobs, volunteer roles and WI activities. All users should use their WSWFI email primarily for WI-related purposes. However, we recognise that there needs to be some flexibility for occasional use of emails for personal reasons, as below.

### **Email signature**

We encourage all users of WSWFI email accounts to create an email signature that reflects WI values, WI trademark guidelines, and that represents the WI and WSWFI well. An email signature provides your contact details and a consistent and friendly way to close emails. Here's an example template of an acceptable email signature:

*[FirstName Surname]*

*[Role / Title], [WI / Federation Name ]*

*[Phone number] | [Website: <https://west-sussex.thewi.org.uk/> ]*

Email users may also include professional images, WI logos and WI-related links in email signatures. If they are unsure how to do so, they can ask for help from a member of the Digital Team.

## **Email security**

All West Sussex WIs are encouraged to use a WSFWI email account as a primary means of email communication for that WI. Each WI with an email account should decide and record which WI committee members should access and be administrator(s) of the account, following data security good practice as advised by the Information Commissioners Office and NFWI. WIs should also consider continuity and security for the email account when Committee members and administrators change over time. WSFWI account users are encouraged to set up the recommended 'two factor authentication' so that they can securely reset their own passwords etc when needed.

Email accounts for individuals or WIs will be accessible for up to three months after the individual has left their employee, volunteer or Trustee role, or after the WI has closed or suspended, and the email account will thereafter be terminated.

Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can compromise WI reputation, legality and security of equipment. Users of WSFWI email accounts should:

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g., birthdays.)
- Remember passwords instead of writing them down and keep them secret.

Also, users should always be vigilant to catch emails that may carry malware or which are phishing attempts. We recommend that users:

- Avoid opening attachments and clicking on links when content is not adequately explained or is not expected (e.g., "Watch this video, it's amazing.")
- Be suspicious of unexpected emails where the main purpose of the content and/or subject title is to attract attention and encourage email users to click on a link to a particular web page – these can contain viruses or undesirable content and are known as clickbait titles.
- Check email and names of unknown senders to ensure they are legitimate.
- Look for inconsistencies or style red flags (e.g., grammar mistakes, capital letters, excessive number of exclamation marks.)
- If a user isn't sure that an email, they received is safe, they should mark it as junk or spam and delete it without clicking on any links or attachments.

All users are reminded to keep the security software and protections on their laptops, tablets, phones or other devices updated.

## **Appropriate use of WSFWI email accounts**

Users are allowed to use their WSFWI email for work- and WI-related purposes without limitations. For example, staff, volunteers, WIs or Trustees can use their WSFWI email to:

- Communicate with current or prospective WI members, WIs, NFWI and partners.
- Log in to licensed software they have legitimate access to.
- Give their email address to people they meet at conferences, networking meetings or other WI events for business purposes.

- Sign up for newsletters, platforms and other online services that will help them with their WI staff roles, WI activities, communications or WI development.

Personal use may be appropriate when aligned with the WI Code of Conduct and for reasons such as:

- Register for classes or meetups.
- Send emails to friends and family as long as they don't spam or disclose confidential information.
- Download eBooks, guides and other content for their personal use as long as it is safe and appropriate.

All users of WSFWI email accounts should abide by this policy at all times, in addition to other appropriate data security and data protection policies and guidelines, as recommended by NFWI.

### **Inappropriate use of WSFWI email accounts**

Users of WSFWI emails are representing WSFWI whenever they use their WSFWI email address. For example, users must not use their WSFWI email account to:

- Sign up for illegal, unreliable, disreputable or suspect websites and services.
- Send unauthorised marketing content or solicitation emails.
- Register for services that are not aligned with the WI Code of Conduct unless authorised.
- Send insulting or discriminatory messages and content.
- Intentionally spam other people's emails, including their fellow staff, volunteers, WIs or Trustees.
- WSFWI has the right to monitor use and archive WSFWI email accounts when no longer in use.

### **Technical and skills support for using WSFWI email accounts**

Any user of an email account will need to start with a basic range of skills and email tools and gradually improve their knowledge and skills through experience, resources and by learning from others. Email users are encouraged to 'buddy up' with other friends, family and WI members for peer support when queries arise.

If needed, the Microsoft 365 'Help' function (accessed by clicking on the question mark to the left of your profile image after logging in to the WSFWI email account) is a useful next port of call.

WSFWI is not able to provide immediate response technical support, but will endeavour to provide peer support and advice as soon as a volunteer is available. Email users should contact the Federation Office or email [digitalsupport@wsfwi.co.uk](mailto:digitalsupport@wsfwi.co.uk)

Date of policy: 27 June 2022

Date policy approved by WSFWI Board of Trustees: 4 July 2022

Target date for review: (12 months)