

Policy and Procedure

Title:	Computer and Internet Usage	
Policy Number:	06.017	Section: Information Management
Effective Date:	October 16, 2001	
Last Revision Date:	March 27, 2019	
Approving Body:	President and CEO	
Authority:	CancerCare Manitoba Act	
Responsible Officer:	President and CEO	
Delegate:	Director of Corporate Operations	
Contact:	Department of Cancer Clinical Information Management	
Applicable to:	All CCMB Staff and Physicians	

1.0 **BACKGROUND:**

Not Applicable

2.0 **PURPOSE:**

2.1 The purpose of this document is to establish that computer and Internet usage is considered a business tool, which is meant to further the operational goals of CancerCare Manitoba. Accordingly, this document is intended to provide users with standards and guidelines for access and acceptable use of the systems.

3.0 **DEFINITIONS:**

3.1 **Computer** - used by the user to access electronic information, or systems used to provide network services such as file storage/backup, printing, centralized fax, web information, etc.

3.2 **Networks** - groups of computers and computer systems that can communicate with each other. This includes but is not limited to the Internet, networks internal to CancerCare Manitoba, and networks external to CancerCare Manitoba.

3.3 **Offensive Materials** - includes but is not limited to pornography, hate literature, or any material which contravenes CancerCare Manitoba values, the *Manitoba Human Rights Act* and/or the *Criminal Code*.

3.4 **Scheduled Hours of Work** - for the purpose of this policy, does not include rest and/or meal periods.

3.5 **Sensitive Information** - personal, confidential, or protected information including but not limited to:

3.5.1 Information which is, or which may be excluded from access under the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

3.5.2 Personal Information under *the Freedom of Information and Protection of Privacy Act (FIPPA)* and personal health information protected under the *Personal Health Information Act (PHIA)*.

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3.5.3 Other confidential information which is protected by legislation or which is confidential to CancerCare Manitoba.

3.6 **User** - all persons (employees, secondees, contractors, and volunteers) authorized to access CancerCare Manitoba computers and networks.

3.7 **Virus or Malware** - a program designed to copy itself into other programs often results in the alteration/loss of data and/or the disabling of computers and networks.

3.8 **Junk E-mail** - email that is not related to the operation of CancerCare Manitoba and is unsolicited by the recipient. For example, jokes, items for sale, etc.

4.0 **POLICY:**

4.1 General – All existing CancerCare Manitoba policies apply to all users conduct when using the computers system, especially (but not limited to) those that deal with intellectual property protection, privacy, misuse of company resources, sexual harassment, information and data security, and confidentiality. Additionally, users must not utilize networks to knowingly violate the regulations of Canada or any other nation, or the laws and regulations of any province, city, state or other local jurisdiction.

4.2 Network usage must be able to survive public scrutiny and/or disclosure. Users must avoid accessing Internet sites containing offensive material, and must not transmit offensive materials over, or store offensive materials on the networks they are given access to.

4.3 Users may access the Internet for personal use outside of scheduled working hours provided that all CancerCare Manitoba policies are adhered to.

4.4 While CancerCare Manitoba may choose to implement software which restricts user access to Internet sites containing offensive or inappropriate material, the ability to access sites not blocked by such software does in no way imply the appropriateness of those sites.

4.5 CancerCare Manitoba networks and data resources are to be used to support the operation of CancerCare Manitoba. Under no circumstances should access to networks be used for personal financial gain or for gambling.

4.6 Sensitive Information must not be transmitted by or exposed to networks other than the secure internal CancerCare Manitoba network, unless appropriately secured. The degree of sensitivity of the Sensitive Information as well as PHIA and FIPPA regulations shall be taken into consideration when determining the appropriate method of security to use. Consultation should occur with the Privacy Officer and/ or the Director of Information Services to determine the appropriate method of securing electronic files/transmissions.

4.7 Users may not share the personal passwords they use to gain access to networks.

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Access to networks will only be granted to authorized users who have been issued with a personal User ID from Information Services.

- 4.8 Users shall not circumvent or disable security and protection devices, including but not limited to anti-virus and encryption software, that are provided with the device.
- 4.9 Users must not propagate viruses, chain letters or other junk email.
- 4.10 Users must not use the network access they are granted to knowingly disable other computers/networks or circumvent any system intended to protect the privacy or security of others.
- 4.11 Internet Relay Chat channels and other Internet forums such as newsgroups, net servers, or chat rooms may only be used to conduct work related business or exchange technical or analytical information. Only those employees or officials who are duly authorized to make statements to the public may communicate on behalf of CancerCare Manitoba. Other employees participating in the newsgroups/chats as specified above should state clearly that they are doing so as individuals and that their statements/opinions do not necessarily represent those of CancerCare Manitoba. Users wishing to express personal non-work related opinions must do so using a private Internet provider and personal ID.
- 4.12 Any software or files downloaded via the Internet or e-mail onto CancerCare Manitoba computers/networks become the property of CancerCare Manitoba. Any such files may only be used in ways consistent with their license agreements or copyrights. Users must not knowingly download or distribute pirated software or data.
- 4.13 Users must not attempt to obscure the origin of any message or access Internet sites under an assumed or masked Internet address.
- 4.14 Various software and hardware such as firewalls and proxies have been installed by CancerCare Manitoba to assure the safety and security of its networks. Any user who attempts to disable, defeat, or circumvent any network security will be subject to immediate disciplinary action.

No Expectation of Privacy

- 4.15 In spite of personal passwords, users should not have any expectation of privacy when using electronic networks. This applies whether access is achieved through the workplace or from a remote location.
- 4.16 Although CancerCare Manitoba does not routinely monitor or examine the content of users' electronic files, e-mails, or other network communication, management reserves the right to do so in order to ensure compliance with this policy when concerns of possible violations or misuse are brought to its attention. Users should be aware that even personal e-mail and Internet communications or files may be copied or seized in the event that they are deemed to be in violation of this policy by management.

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- 4.17 Users should also be reminded that communications through the Internet and other networks external to CancerCare Manitoba are not secure and are subject to interception by 3rd parties either intentionally or inadvertently. Users should therefore guide their actions accordingly, particularly in the case of communicating sensitive information. An often-used analogy is that communications through external networks (in particular e-mail) are “as private as a postcard.”

Consequences of Violation of this Policy

- 4.18 Violations of this policy will be reviewed on a case by case basis and may lead to disciplinary action ranging from the limitation of a user’s network access, dismissal or cancellation of contract with CancerCare Manitoba to criminal charges.

5.0 **PROCEDURE:**

- 5.1 All users must sign the Computer and Internet Usage Agreement in order to retain/obtain access to computers and networks.
- 5.2 Concerns of violations should be forwarded to a user’s manager who will determine if further investigation is warranted. If necessary, the manager will work with Information Services and the Privacy Officer to determine whether or not a violation of this policy has occurred. Only those with a need to know will be involved in the investigation and will do so with the utmost of confidentiality.
- 5.3 If a violation of the policy has occurred, management will work with Human Resources to determine the appropriate action to take.
- 5.4 Managers are required to notify Information Services, as soon as possible, when a user’s access to computers and networks is no longer required. Information Services will terminate user’s access to computers and networks when the user leaves the organization, or when a contract has expired.

6.0 **REFERENCES:**

Not Applicable

Policy Contact: All enquiries relating to this policy should be directed to:		
Name:		
Title/Position:	Cancer Clinical Information Management	
Phone:		
E-mail:		
Address: (if required):		

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DOCUMENTATION

Policy Location:

This policy is located (hard and e-copy formats):

- | | |
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| 1. | The original signed and approved policy is on file in the Executive Office, CCMB |
| 2. | The e-copy is on file in the CCMB Governing Documents Library on SharePoint |
| 3. | |

Revision History:

Date	Version	Status	Author	Summary of Changes
dd/mm/yyyy	#	Initial, Draft, Final Minor/Major revision		
10/16/01	1			
22/02/2018	1	Minor Revision	S.Friedenberger	Reformatted to new template
27/03/2019		Review	D. Glover	Updated definitions and scope

Approvals Record:

This Policy requires approval by:

Approval	Date	Name / Title	Signature
		Not required.	

FINAL APPROVAL:

Date	Name / Title	Signature
Mar 27 2019	Dr. Sri Navaratnam President and CEO CancerCare Manitoba	Original signed by Dr. S. Navaratnam

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APPENDIX A

**CancerCare Manitoba
Computer and Internet Usage Agreement**

This is to certify that I have read and fully understand the Computer and Internet Usage policy put forward by CancerCare Manitoba.

Any violation of the spirit or the intent of these guidelines and standards could lead to the revocation of privileges and possible disciplinary action.

I understand this policy applies to me and I agree to comply with all of its provisions. I will discuss any questions I have on this policy with my manager.

Print name

UserID (assigned by Info Svcs)

Signature

Date Signed

To be returned promptly to Information Services where it will be kept on file.