

**Policy and Procedure**

Title:	<b>Computer and Internet Usage</b>	
Policy Number:	06.017	Section: Information Management
Effective Date:	October 16, 2001	
Last Revision Date:	September 14, 2023	
Approving Body:	President and Chief Executive Officer of CancerCare Manitoba (CCMB)	
Authority:	<i>The Health System Governance and Accountability Act (Manitoba)</i>	
Policy Contact:	Director, Cancer Clinical Information Management	
Applicable to:	All CCMB Corporate and Clinical Staff	

**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 (CCMB). 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 CCMB.
- 3.3 Offensive Materials** - includes but is not limited to pornography, hate literature, or any material which contravenes CancerCare Manitoba values, *The Human Rights Act (Manitoba)* and/or *The Criminal Code (Manitoba)*.
- 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 (Manitoba)* (FIPPA).
  - 3.5.2** Personal Information under FIPPA and personal health information protected under *The Personal Health Information Act (Manitoba)* (PHIA).
  - 3.5.3** Other confidential information which is protected by legislation or which is confidential to CCMB.

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- 3.6 Social Media** - Internet-based applications that allows the creation and exchange of user-generated content through applications/sites, newsgroups and/or chatrooms. This includes but is not limited to websites such as Facebook, Twitter, YouTube, LinkedIn, and MySpace.
- 3.6 User** - all persons (employees, secondees, contractors, and volunteers) authorized to access CCMB's 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.

#### **4.0 POLICY:**

##### **General**

- 4.1** All existing CCMB 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 CCMB policies are adhered to.
- 4.4** While CCMB 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** CCMB's 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 CCMB network, unless appropriately secured.
- 4.6.1** 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.

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**4.6.2** Consultation should occur with the Director of Cancer Informatics and Innovation 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. 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 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.

**4.10** Users shall only access Social Media during work hours to conduct work-related business. On such sites, only those employees who are duly authorized to make statements to the public may communicate on behalf of the Employer (Shared Health Media Relations Policy).

**4.10.1** Other employees participating in social media sites as specified above should state clearly that they are doing so as individuals and that their statements/opinions do not necessarily represent those of the Employer.

**4.10.2** Users wishing to express personal non-work related opinions must do so using a private Internet provider, and not using the Employer's ICT facilities.

**4.11** Users shall not download, copy, install or distribute software legally procured by way of the Internet unless approval from Digital Shared Services is obtained. Permission shall be extended only where this is a requirement of the User's duties. Illegally or improperly procured software is not to be installed under any circumstance.

**4.12** Any approved software or files downloaded via the Internet or e-mail onto CCMB computers/networks become the property of CCMB. 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 CCMB 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.

**4.15** Personal use of E-mail is not appropriate during Scheduled Hours of Work.

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Should this be required in an unusual circumstance, the use should be of a limited nature.

**4.16** E-mail attachments from unknown senders should remain unopened and deleted immediately, unless, your regular work involves receiving such messages (i.e. HR receiving Job Postings).

**4.17** Users must maintain their E-mail files (in-box and sent items) so that all unnecessary items are purged on a regular basis.

### **No Expectation of Privacy**

**4.18** 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.

**4.19** Although CCMB 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.

**4.20** Users should also be reminded that communications through the Internet and other networks external to CCMB are not secure and are subject to interception by 3<sup>rd</sup> 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**

**4.21** 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 CCMB to criminal charges.

## **5.0 PROCEDURE:**

**5.1** All users must sign the Computer and Internet Usage Agreement (See **Appendix A**) 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 the Director of Cancer Informatics and Innovation 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.

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- 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:**

- 6.1** Digital Shared Services Information Security:  
<https://home.sharedhealthmb.ca/staff-resources/security/>

**7.0 APPENDIX**

- 7.1** Appendix A - Computer and Internet Usage Agreement.

**Documentation:**

1.	The original signed and approved document is on file in the Policy Office, CCMB.
2.	The e-copy is on file in the CCMB Governing Documents Library on SharePoint.

**Revision History:**

Date	Version	Status	Author	Summary of Changes
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
19/08/2023	1	Major Revisions	J. Berry	Added clauses 3.6, 4.12, 4.15, 4.16, and 4.18. Revised clauses 4.6, 4.10, 4.12, and 5.2

**Executive Sponsor: This Policy was approved/endorsed by:**

Date	Name / Title
September 14, 2023	Brent Gibson, Chief of Corporate Services and Finance

**Approved by:**

Date	Name / Title	Signature
September 14, 2023	Dr. Sri Navaratnam, President and Chief Executive Officer, CancerCare Manitoba	"Original signed by Dr. Sri 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

\_\_\_\_\_  
Network UserID

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed

To be sent to Human Resources at [CCMBAskHR@cancercare.mb.ca](mailto:CCMBAskHR@cancercare.mb.ca).