

SF-03: Security Form - Acceptable Use of Technology

At the core of TfNSW's business strategy is a focus on the customer and enhanced transport services.

Maintaining the confidentiality, integrity and availability of TfNSW's information, including those of our customers, whether that is in electronic or physical form is essential for TfNSW to maintain its reputation as a trusted and respected government agency. In addition, we must balance these requirements with the need to ensure transparency as a government agency.

TfNSW does not seek to control how a staff member uses their personal device outside of their employment, but TfNSW requires that when any authorised device is used at work, or when services installed by TfNSW are used either at work or outside of work, the use must be in accordance with the relevant policies.

The following three key information security principles help our people and business partners' work towards TfNSW's strategy and help them understand their information security responsibilities, in accordance with this standard and the related standards.

1. Information is a TfNSW asset.

Information should be made available to those who need it and protected and managed as you would any other corporate asset.

2. Information security is the responsibility of all users.

You need to understand that it is your responsibility to use technology appropriately, and handle/manage information appropriately so that security risks to TfNSW's assets are reduced.

3. Limited personal use of corporate technology may be allowed; however personal use of TfNSW information is prohibited.

TfNSW will enable technology to help you in your role and help to engage with the community and industry. However we expect that our technology tools will not be misused or introduce security risk to TfNSW and the services we provide. It is also expected that TfNSW information will not be used for personal or unauthorised purposes.

1.2 Responsibilities of users

Users must:

- Ensure any IT resources they use are kept secure at all times.
- Correctly operate and protect the unique computer account(s) that TfNSW has authorised for their benefit.
- Select and keep a secure password for each of these accounts, including not sharing passwords and logging off after using a computer.
- Use IT resources without accidentally or intentionally compromising or attempt to compromise the security of any IT resource belonging to TfNSW or other organisations or individuals, nor exploit or attempt to exploit any security deficiency.
- Use IT resources in a manner that protects the privacy and confidentiality of TfNSW information and IT resources.

- Exercise caution and considered thought when clicking on links sent in emails or on websites or by any other mechanism.
- Comply with all TfNSW information security policies, standards and guidelines.
- Use IT resources in an ethical and lawful way, in accordance with Australian laws and the TfNSW Code of Conduct.
- Co-operate with other users of IT resources to ensure fair and equitable access to the resources.
- Report to the system owner any change in role which affects their level of access to a system.
- Should they become aware of their existence, report immediately any vulnerability, security deficiency or attack on a system, application or hardware.
- Report any cases of misuse of which they become aware.

1.3 Misuse of IT resources

- **Unauthorised access to accounts** - Users must not attempt or make unauthorised access to accounts, data or files on IT resources belonging to TfNSW or other organisations.
- **Unauthorised programs** – Users must not install or use unauthorised programs, such as peer-to-peer file sharing on TfNSW devices connected to the TfNSW network.
- **Unlawful activity** - Users must not use IT resources for unlawful activity, e.g. infringement of copyright, defamation, software licence violation, harassment of any type conducted by any means etc.
- **Scanning/ethical hacking** – Users, unless specifically authorised to do so in writing, must not attempt or undertake any type of device, operating system, application or network scanning, vulnerability assessment or threat assessment on any IT resource or any third-party IT resource from any TfNSW device or from any device connected to any TfNSW resource.
- **Databases, online journals, e-books** - use of electronic resources provided by TfNSW may be governed by individual licence agreements. Users must comply with use restrictions set out on the specific site or stated in the licence agreement, and must not systematically download, distribute or retain substantial portions of information.
- **Inappropriate content** - Users must not use IT resources to access, create, store or distribute material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, ageist or is otherwise unlawful.
- **Game playing or gambling** – Users must not play computer-based games and/or gamble using IT resources.
- **No business activities** - Users must not run a business or publish a journal or magazine (unless authorised by TfNSW) on the IT resources.
- **TfNSW logo** - Users must not use TfNSW's name, crest or logo on their personal web pages, email, or other messaging resources.
- **Data loss** – Users must not release TfNSW information to any unauthorised party. Users must make themselves aware of the information security classifications found in *SS-04: Security Standard - Information Classification* and follow the appropriate

guidelines with information. Users must assume that all TfNSW information must not be released to any non-TfNSW entity without authorisation.

1.4 Internet usage, email, messaging and social media

Users may use TfNSW's email and messaging resources for limited private purposes, provided such use is lawful and does not detract from the efficient and economical delivery of customer service and the business of TfNSW. TfNSW may withdraw this permission in the event that such use places IT resources at risk or poses a security or other threat. Users must respect the privacy and personal rights of others.

Internet access that results in excessive use or breaches this Acceptable Use Standard may result in the user personally being investigated for their internet usage.

Each agency may impose additional rules about internet usage and what constitutes acceptable and excessive use.

Users must not:

- Publish their TfNSW email address on a private business card;
- Use their TfNSW email to conduct a private business;
- Unless authorised, publish any TfNSW information on any social media site, including but not limited to their email address, position, location or any other TfNSW-identifiable information;
- Send defamatory messages;
- Send aggressive or rude email messages to staff or any other person or entity;
- Threaten or harass another person;
- Send sexually explicit material;
- Send bulk unsolicited emails;
- Send spam (defined as unsolicited commercial electronic messaging - refer [SPAM Act 2003 \(Commonwealth\)](#)). A single message can be spam, the message does not need to be sent nor received in bulk to be spam;
- Propagate chain mail (email sent to a number of people asking the recipient to send copies of the email with the same request to a number of recipients);
- Impersonate another person by sending a message which appears to have come from another person's email address or represent themselves as being of a different gender, race etc.;
- Infringe copyright or trade marks, or breach trade practices legislation; and/or
- Send, without permission of the copyright owner, an audio or video file, music charts/lyrics, or commercial photographs to another person using email or any other technique.

1.5 Acceptance Conditions

"I acknowledge and accept that:

- My use of TfNSW services and devices is subject to the conditions outlined above, the TfNSW Code of Conduct and a breach of these requirements may result in TfNSW taking disciplinary action against me;
- TfNSW may revoke my access to TfNSW services and devices at any time; and
- To the fullest extent permitted by law, TfNSW disclaims all liability for any loss or damage or other consequence which may arise from use of the TfNSW device/TfNSW services or from action which TfNSW may take in connection with the TfNSW device/TfNSW services."

Staff Member

Staff Member Name:

Employee ID

Signature:

Date:

Manager's Approval

Manager Name:

Signature:

Date: