

Ricards Lodge High School

Online-safety Policy 2016

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1. Introduction and Overview

Rationale

The purpose of this policy is to:

- set out the key principles expected of all members of the school community at Ricards Lodge High with respect to the use of ICT-based technologies.
- safeguard and protect the students and staff of Ricards Lodge High School.
- assist school staff working with students to work safely and responsibly with the Internet and other communication technologies and to monitor their own standards and practice.
- set clear expectations of behaviour and/or codes of practice relevant to responsible use of the Internet for educational, personal or recreational use.
- have clear structures to deal with online abuse such as cyberbullying which are cross referenced with other school policies.
- ensure that all members of the school community are aware that unlawful or unsafe behaviour is unacceptable and that, where appropriate, disciplinary or legal action will be taken.
- minimise the risk of misplaced or malicious allegations made against adults who work with students.

The main areas of risk for our school community can be summarised as follows:

Content

- exposure to inappropriate content, including online pornography, ignoring age ratings in games (exposure to violence associated with often racist language), substance abuse
- lifestyle websites, for example pro-anorexia/self-harm/suicide sites
- hate sites
- content validation: how to check authenticity and accuracy of online content

Contact

- grooming
- cyber-bullying in all forms
- identity theft (including 'frape' (hacking Facebook profiles)) and sharing passwords

Conduct

- privacy issues, including disclosure of personal information
 - digital footprint and online reputation
 - health and well-being (amount of time spent online (Internet or gaming))
 - sexting (sending and receiving of personally intimate images) also referred to as SGII (self-generated indecent images)
- copyright (little care or consideration for intellectual property and ownership – such as music and film) (Ref Ofsted 2013)

Scope

This policy applies to all members of Ricards Lodge High School community (including staff, students / students, volunteers, parents / carers and visitors) who have access to and are users of school ICT systems, both in and out of Ricards Lodge High School.

The Education and Inspections Act 2006 empowers Headteachers to such extent as is reasonable, to regulate the behaviour of students when they are off the *school* site and empowers members of staff to impose disciplinary penalties for inappropriate behaviour. This is pertinent to incidents of cyber-bullying or other Online-safety incidents covered by this policy, which may take place outside of the school, but is linked to membership of the school. The 2011 Education Act increased these powers with regard to the searching for and of electronic devices and the deletion of data. In the case of both acts, action can only be taken over issues covered by the published Behaviour Policy.

The school will deal with such incidents within this policy and associated behaviour and anti-bullying policies and will, where known, inform parents / carers of incidents of inappropriate Online-safety behaviour that take place out of school.

Role	Key Responsibilities
Headteacher	<ul style="list-style-type: none"> • To take overall responsibility for Online-safety provision • To take overall responsibility for data and data security • To ensure the school uses an approved, filtered Internet Service, which complies with current statutory requirements e.g. LGfL • To be responsible for ensuring that staff receive suitable training to carry out their Online-safety roles and to train other colleagues, as relevant • To be aware of procedures to be followed in the event of a serious Online-safety incident. • To receive regular monitoring reports from the Online-safety Co-ordinator / Online-safety Board. • To ensure that there is a system in place to monitor and support staff who carry out internal Online-safety procedures (e.g. network manager)
Online-safety Co-ordinator / Designated Child Protection Lead – NBL, AM, HW and DW	<ul style="list-style-type: none"> • takes day to day responsibility for Online-safety issues and has a leading role in establishing and reviewing the school Online-safety policies / documents • sit on the Online-safety Board • promotes an awareness and commitment to e-safeguarding throughout the school community • ensures that Online-safety education is embedded across the curriculum • liaises with school ICT technical staff • To communicate regularly with SLT and the designated Online-safety Governor / Online-safety Board to discuss current issues, review incident logs and filtering / change control logs • To ensure that all staff are aware of the procedures that need to be followed in the event of an Online-safety incident • To ensure that an Online-safety incident log is kept up to date • facilitates training and advice for all staff • liaises with the Local Authority and relevant agencies • Is regularly updated in Online-safety issues and legislation, and be aware of the potential for serious child protection issues to arise from: <ul style="list-style-type: none"> • sharing of personal data

Role	Key Responsibilities
	<ul style="list-style-type: none"> • access to illegal / inappropriate materials • inappropriate on-line contact with adults / strangers • potential or actual incidents of grooming • cyber-bullying and use of social media
Governors / Online-safety governor	<ul style="list-style-type: none"> • To ensure that the school follows all current Online-safety advice to keep the students and staff safe • To approve the Online-safety Policy and review the effectiveness of the policy. This will be carried out by the Governors / Governors Sub Committee receiving regular information about Online-safety incidents and monitoring reports. A member of the Governing Body has taken on the role of Online-safety Governor • To support the school in encouraging parents and the wider community to become engaged in Online-safety activities • The role of the Online-safety Governor will include: <ul style="list-style-type: none"> • regular review with the Online-safety Co-ordinator (including Online-safety incident logs, filtering / change control logs)
Online-safety Board	<p>The Online-safety Board provides a consultative group that has wide representation from the school community, with responsibility for issues regarding Online-safety and the monitoring of the Online-safety policy including the impact of initiatives. The group is also responsible for regular reporting to the Governing Body / SLT.</p> <p>Members of the Online-safety Board will:</p> <ul style="list-style-type: none"> • review and monitor of the school Online-safety policy / documents. • review and monitor the school filtering policy changes. • map and review the Online-safety curricular provision – ensuring relevance, breadth and progression • monitor network / internet / incident logs • consulting stakeholders – including parents / carers and the students about the Online-safety provision <p>The Online-safety Board will be made of the SLT Online-safety leaders, Head of PSHE, Head of ICT, the PC, students and the Senior Technician.</p>
Computing Curriculum Leader – PBE and OA	<ul style="list-style-type: none"> • To oversee the delivery of the Online-safety element of the Computing curriculum • To sit on the Online-safety Board • To liaise with the Online-safety coordinator regularly
Network Manager/ Technician – MP, MS	<ul style="list-style-type: none"> • To report any Online-safety related issues that arises, to the Online-safety coordinator. • To sit on the Online-safety Board • To ensure that users may only access the school’s networks through an authorised and properly enforced password protection policy, in which passwords are regularly changed • To ensure that provision exists for misuse detection and malicious attack e.g. keeping virus protection up to date) • To ensure the security of the school ICT system • To ensure that access controls / encryption exist to protect

Role	Key Responsibilities
	<p>personal and sensitive information held on school-owned devices</p> <ul style="list-style-type: none"> • The school's policy on web filtering is applied and updated on a regular basis • LGfL is informed of issues relating to the filtering applied by the Grid • That he keeps up to date with the school's Online-safety policy and technical information in order to effectively carry out their Online-safety role and to inform and update others as relevant • That the use of the <i>network / Virtual Learning Environment / remote access / email</i> is regularly monitored in order that any misuse / attempted misuse can be reported to the <i>Online-safety Co-ordinator for investigation / action / sanction</i> • To ensure appropriate backup procedures exist so that critical information and systems can be recovered in the event of a disaster. • To keep up-to-date documentation of the school's e-security and technical procedures
LEARNING PLATFORM Leader - PS	<ul style="list-style-type: none"> • To ensure that all data held on students on the LEARNING PLATFORM is adequately protected
SIMS Manager - LG	<ul style="list-style-type: none"> • To ensure that all data held on students on the school office machines have appropriate access controls in place
LGfL Nominated contact(s) - MP	<ul style="list-style-type: none"> • To ensure all LGfL services are managed on behalf of the school including maintaining the LGfL USO database of access accounts
Teachers and Learning Support	<ul style="list-style-type: none"> • To embed Online-safety issues in all aspects of the curriculum and other school activities • To supervise and guide students carefully when engaged in learning activities involving online technology (including, extra-curricular and extended school activities if relevant) • To ensure that students are fully aware of research skills and are fully aware of legal issues relating to electronic content such as copyright laws
All staff	<ul style="list-style-type: none"> • To read, understand and help promote the school's Online-safety policies and guidance • To read, understand, sign and adhere to the school staff Acceptable Use Agreement / Policy • To be aware of Online-safety issues related to the use of mobile phones, cameras and hand held devices and that they monitor their use and implement current school policies with regard to these devices • To report any suspected misuse or problem to the Online-safety coordinator • To maintain an awareness of current Online-safety issues and guidance e.g. through CPD • To model safe, responsible and professional behaviours in their own use of technology • To ensure that any digital communications with students should be on a professional level and only through school based systems, never through personal mechanisms, e.g. email, text, mobile phones etc.

Role	Key Responsibilities
Students	<ul style="list-style-type: none"> • Read, understand, sign and adhere to the Student Acceptable Use Policy • have a good understanding of research skills and the need to avoid plagiarism and uphold copyright regulations • to understand the importance of reporting abuse, misuse or access to inappropriate materials • to know what action to take if they or someone they know feels worried or vulnerable when using online technology. • to know and understand school policy on the use of mobile phones, digital cameras and hand held devices. • To know and understand school policy on the taking / use of images and on cyber-bullying. • To understand the importance of adopting good Online-safety practice when using digital technologies out of school and realise that the school's Online-safety Policy covers their actions out of school, if related to their membership of the school • To take responsibility for learning about the benefits and risks of using the Internet and other technologies safely both in school and at home • to help the school in the creation/ review of Online-safety policies
CPD for Parents – AT Curriculum events - PS	<ul style="list-style-type: none"> • Educating Parents and raising awareness as instructed by Head
Parents/carers	<ul style="list-style-type: none"> • to support the school in promoting Online-safety and endorse the Parents' Acceptable Use Agreement which includes the students' use of the Internet and the school's use of photographic and video images • to read, understand and promote the school Student Acceptable Use Agreement with their students • to access the school website / LEARNING PLATFORM / on-line student / student records in accordance with the relevant school Acceptable Use Agreement. • to consult with the school if they have any concerns about their students' use of technology
External groups	<ul style="list-style-type: none"> • Any external individual / organisation will sign an Acceptable Use Policy prior to using any equipment or the Internet within school

Communication:

The policy will be communicated to staff/students/community in the following ways:

- Policy to be posted on the school website and LEARNING PLATFORM
- Policy to be part of school induction pack for new staff
- Acceptable use agreements discussed with students at the start of each year.
- Acceptable use agreements to be issued to whole school community, usually on entry to the school
- Acceptable use agreements to be held in student and personnel files

Handling complaints:

- The school will take all reasonable precautions to ensure Online-safety. However, owing to the international scale and linked nature of Internet content, the availability of mobile technologies and speed of change, it is not possible to guarantee that unsuitable material will never appear on a school computer or mobile device. Neither the school nor the Local Authority can accept liability for material accessed, or any consequences of Internet access.
- Staff and students are given information about infringements in use and possible sanctions. Sanctions available include:
 - interview/counselling by tutor / Head of Year / Online-safety Coordinator / Headteacher;
 - informing parents or carers;
 - removal of Internet or computer access for a period, [which could ultimately prevent access to files held on the system, including examination coursework];
 - referral to the Police

The Behaviour for Learning Policy will be used when there are infringements.

- Our Heads of Years and Online-safety Coordinator act as first point of contact for any complaint. Any complaint about staff misuse is referred to the Headteacher.

The Complaints Policy will be used in these circumstances.

- Complaints of cyberbullying are dealt with in accordance with Behaviour for Learning Policy. Complaints related to child protection are dealt with in accordance with school and LA Safeguarding Policy.

Review and Monitoring

The Online-safety policy is referenced from within other school policies: ICT and Computing policy, Safeguarding Policy, Behaviour for Learning Policy and in the School Improvement Plan and Personal, Social and Health Education.

- The school has an Online-safety Board and Online-safety Leaders who will be responsible for document ownership, review and updates.
- The Online-safety policy will be reviewed annually or when any significant changes occur with regard to the technologies in use within the school
- The Online-safety policy has been written by the school Online-safety Coordinator and is current and appropriate for its intended audience and purpose.
- There is widespread ownership of the policy and it has been agreed by the SLT and approved by Governors and other stakeholders. All amendments to the school e-safeguarding policy will be discussed in detail with all members of teaching staff.

Version Control

As part of the maintenance involved with ensuring your Online-safety policy is updated, revisions will be made to the document. It is important that the document owner ensures

the document contains the following information and that all revisions are stored centrally for audit purposes.

Title	Ricards Lodge High School Online-safety Policy		
Version	0.3		
Date	06/02/2016		
Author	Online-safety Lead		
Approved by head teacher	TBC		
Approved by Governing Body	TBC		
Next Review Date	06/02/2017		
Modification History			
Version	Date	Description	Revision Author
0.1	01/07/2014	Initial draft	Online-safety coordinator

2. Education and Curriculum

Student Online-safety curriculum

This school

- Has a clear, progressive Online-safety education programme as part of the Computing curriculum and PSHE curriculum. This covers a range of skills and behaviours appropriate to their age and experience, including:

- to STOP and THINK before they CLICK
 - to develop a range of strategies to evaluate and verify information before accepting its accuracy;
 - to be aware that the author of a web site / page may have a particular bias or purpose and to develop skills to recognise what that may be;
 - to know how to narrow down or refine a search;
 - [for older students] to understand how search engines work and to understand that this affects the results they see at the top of the listings;
 - to understand acceptable behaviour when using an online environment / email, i.e. be polite, no bad or abusive language or other inappropriate behaviour; keeping personal information private;
 - to understand how photographs can be manipulated and how web content can attract the wrong sort of attention;
 - to understand why on-line 'friends' may not be who they say they are and to understand why they should be careful in online environments;
 - to understand why they should not post or share detailed accounts of their personal lives, contact information, daily routines, location, photographs and videos and to know how to ensure they have turned-on privacy settings;
 - to understand why they must not post pictures or videos of others without their permission;
 - to know not to download any files – such as music files - without permission;
 - to have strategies for dealing with receipt of inappropriate materials;
 - [for older students] to understand why and how some people will 'groom' young people for sexual reasons;
 - To understand the impact of cyberbullying, sexting and trolling and know how to seek help if they are affected by any form of online bullying.
 - To know how to report any abuse including cyberbullying; and how to seek help if they experience problems when using the Internet and related technologies, i.e. parent or carer, teacher or trusted staff member, or an organisation such as ChildLine or the CLICK CEOP button.
- Plan Internet use carefully to ensure that it is age-appropriate and supports the learning objectives for specific curriculum areas.
 - Will remind students about their responsibilities through an end-user Acceptable Use Policy which every student will sign/will be displayed throughout the school/will be displayed when a student logs on to the school network.
 - Ensures staff will model safe and responsible behaviour in their own use of technology during lessons.
 - Ensures that when copying materials from the web, staff and students understand issues around plagiarism; how to check copyright and also know that they must respect and acknowledge copyright / intellectual property rights;
 - Ensures that staff and students understand the issues around aspects of the commercial use of the Internet, as age appropriate. This may include, risks in pop-ups; buying on-line; on-line gaming / gambling;

Impero

The school will use Impero to protect and monitor the digital footprints of all students. It will also be used to empower teachers with classroom control features compatible with PCs, Macs and mobile devices and to support our IT teams with remote control and network administration tools.

Preventing Radicalisation

All staff will have training on how to prevent radicalisation and how to report incidents and activities that may suggest that pupils are being radicalised. Please see the school's Safeguarding Policy.

Staff and governor training

This school

- Ensures staff know how to send or receive sensitive and personal data and understand the requirement to encrypt data where the sensitivity requires data protection;
- Makes regular training available to staff on Online-safety issues and the school's Online-safety education program annually or as the need arises.
- Provides, as part of the induction process, all new staff [including those on university/college placement and work experience] with information and guidance on the e-safeguarding policy and the school's Acceptable Use Policies.

Parent awareness and training

This school

- Run a rolling programme of advice, guidance and training for parents, including:
 - Introduction of the Acceptable Use Agreements to new parents, to ensure that principles of e-safe behaviour are made clear
 - Information leaflets; in school newsletters; on the school web site;
 - demonstrations, practical sessions held at school;
 - suggestions for safe Internet use at home;
 - provision of information about national support sites for parents.

3. Expected Conduct and Incident management

Expected conduct

In this school, all users:

- are responsible for using the school ICT systems in accordance with the relevant Acceptable Use Policy which they will be expected to sign before being given access to school systems.
- need to understand the importance of misuse or access to inappropriate materials and are aware of the consequences
- need to understand the importance of reporting abuse, misuse or access to inappropriate materials and know how to do so
- should understand the importance of adopting good Online-safety practice when using digital technologies out of school and realise that the school's Online-safety Policy covers their actions out of school, if related to their membership of the school
- will be expected to know and understand school policies on the use of mobile phones, digital cameras and hand held devices. They should also know and understand school policies on the taking / use of images and on cyber-bullying

Staff

- are responsible for reading the school's Online-safety Policy and using the school ICT systems accordingly, including the use of mobile phones, laptops and hand held devices.

Students/Students

- should have a good understanding of research skills and the need to avoid plagiarism and uphold copyright regulations

Parents/Carers

- should provide consent for students to use the Internet, as well as other technologies, as part of the Online-safety acceptable use agreement form at time of their child's entry to the school
- should know and understand what the 'rules of appropriate use' are and what sanctions result from misuse

Incident Management

In this school:

- there is strict monitoring and application of the Online-safety policy and a differentiated and appropriate range of sanctions, though the attitudes and behaviour of users are generally positive and there is rarely need to apply sanctions
- all members and its wider community are encouraged to be vigilant in reporting issues, in the confidence that issues will be dealt with quickly and sensitively, through the school's escalation processes.
- support is actively sought from other agencies as needed (e.g. the local authority and regional broadband grid, UK Safer Internet Centre helpline) in dealing with Online-safety issues
- monitoring and reporting of e safety incidents takes place and contribute to developments in policy and practice in Online-safety within the school. The records

are reviewed/audited and reported to the school's senior leaders, Governors /the LA / LSCB

- parents / carers are specifically informed of Online-safety incidents involving young people for whom they are responsible.
- We will contact the Police if one of our staff or students receives online communication that we consider is particularly disturbing or breaks the law

4. Managing the ICT infrastructure

- **Internet access, security (virus protection) and filtering**

This school:

- Has the educational filtered secure broadband connectivity through the LGfL and so connects to the 'private' National Education Network;
- Uses the LGfL Net Sweeper filtering system which blocks sites that fall into categories such as pornography, race hatred, gaming, sites of an illegal nature, etc. All changes to the filtering policy is logged and only available to staff with the approved 'web filtering management' status;
- Uses USO user-level filtering where relevant, thereby closing down or opening up options appropriate to the age / stage of the students;
- Ensures network healthy through use of Sophos anti-virus software (from LGfL) etc. and network set-up so staff and students cannot download executable files;
- Uses DfE, LA or LGfL approved systems such as S2S, USO FX, secured email to send personal data over the Internet and uses encrypted devices or secure remote access where staff need to access personal level data off-site;
- Only unblocks other external social networking sites for specific purposes / Internet Literacy lessons;
- Uses security time-outs on Internet access where practicable / useful;
- Works in partnership with the LGfL to ensure any concerns about the system are communicated so that systems remain robust and protect students;
- Is vigilant in its supervision of students' use at all times, as far as is reasonable, and uses common-sense strategies in learning resource areas where older students have more flexible access;
- Ensures all staff and students have signed an acceptable use agreement form and understands that they must report any concerns;
- Requires staff to preview websites before use [where not previously viewed or cached] and encourages use of the school's Learning Platform as a key way to direct students to age / subject appropriate web sites; Plans the curriculum context for Internet use to match students' ability, using child-friendly search engines where more open Internet searching is required; e.g. [yahoo for kids](#) or [ask for kids](#), Google Safe Search.
- Is vigilant when conducting 'raw' image search with students e.g. Google image search;
- Informs all users that Internet use is monitored;

- Informs staff and students that that they must report any failure of the filtering systems directly to the *system administrator or teacher*. Our system administrator(s) logs or escalates as appropriate to the Technical service provider or LGfL Helpdesk as necessary;
 - Makes clear all users know and understand what the ‘rules of appropriate use’ are and what sanctions result from misuse – through staff meetings and teaching programme;
 - Provides advice and information on reporting offensive materials, abuse/ bullying etc. available for students, staff and parents
 - Immediately refers any material we suspect is illegal to the appropriate authorities – Police – and the LA.
- **Network management (user access, backup)**

This school

 - Uses individual, audited log-ins for all users - the London USO system;
 - Uses guest accounts occasionally for external or short term visitors for temporary access to appropriate services
 - *Uses teacher ‘remote’ management control tools for controlling workstations / viewing users / setting-up applications and Internet web sites, where useful;*
 - Ensures the Systems Administrator / network manager is up-to-date with LGfL services and policies / requires the Technical Support Provider to be up-to-date with LGfL services and policies;
 - Storage of all data within the school will conform to the UK data protection requirements

To ensure the network is used safely, this school:

- Ensures staff read and sign that they have understood the school’s Online-safety Policy. Following this, they are set-up with Internet, email access and network access. Online access to service is through a unique, audited username and password. We also *provide a different / use the same username and password* for access to our school’s network;
- Staff access to the schools’ management information system is controlled through a separate password for data security purposes;
- We provide students with an individual network log-in username. From Year7 they are also expected to use a personal password;
- All students have their own unique username and password which gives them access to the Internet and the Learning Platform.
- We use the London Grid for Learning’s Unified Sign-On (USO) system for username and passwords;
- Makes clear that no one should log on as another user and makes clear that students should never be allowed to log-on or use teacher and staff logins as these have far less security restrictions and inappropriate use could damage files or the network;
- Has set-up the network with a shared work area for students and one for staff. Staff and students are shown how to save work and access work from these areas;

- Requires all users to always log off when they have finished working or are leaving the computer unattended;
- Where a user finds a logged-on machine, we require them to always log-off and then log-on again as themselves. [Users needing access to secure data are timed out after 10 minutes and have to re-enter their username and password to re-enter the network.];
- Requests that teachers and students do not switch the computers off during the day unless they are unlikely to be used again that day or have completely crashed. We request that they DO switch the computers off at the end of the day and we also automatically switch off all computers at 6 o'clock to save energy;
- Has set-up the network so that users cannot download executable files / programmes;
- Makes clear that staff are responsible for ensuring that any computer or laptop loaned to them by the school, is used solely to support their professional responsibilities and that they notify the school of any "significant personal use" as defined by HM Revenue & Customs.
- *Makes clear that staff accessing LA systems do so in accordance with any Corporate policies;*
e.g. Borough email or Intranet; finance system, Personnel system etc.
- Maintains equipment to ensure Health and Safety is followed; e.g. projector filters cleaned by site manager / TA; equipment installed and checked by approved Suppliers / LA electrical engineers
- Has integrated curriculum and administration networks, but access to the Management Information System is set-up so as to ensure staff users can only access modules related to their role; e.g. teachers access report writing module; SEN coordinator - SEN data;
- Does not allow any outside Agencies to access our network remotely except where there is a clear professional need and then access is restricted and is only through approved systems; e.g. technical support or MIS Support, our Education Welfare Officers accessing attendance data on specific students, parents using a secure portal to access information on their child;
- Provides students and staff with access to content and resources through the approved Learning Platform which staff and students access using their username and password (their USO username and password);
- Makes clear responsibilities for the daily back up of MIS and finance systems and other important files;
- Has a clear disaster recovery system in place for critical data that includes a secure, remote back up of critical data, that complies with external Audit's requirements;
- Uses the DfE secure s2s website for all CTF files sent to other schools;
- Ensures that all student level data or personal data sent over the Internet is encrypted or only sent within the approved secure system in our LA or through USO secure file exchange (USO FX);
- Follows ISP advice on Local Area and Wide Area security matters and firewalls and routers have been configured to prevent unauthorised use of our network;

- Our wireless network has been secured to industry standard Enterprise security level /appropriate standards suitable for educational use;
- All computer equipment is installed professionally and meets health and safety standards;
- Projectors are maintained so that the quality of presentation remains high;
- Reviews the school ICT systems regularly with regard to health and safety and security.

Password policy

- This school makes it clear that staff and students must always keep their password private, must not share it with others and must not leave it where others can find it;
- All staff have their own unique username and private passwords to access school systems. Staff are responsible for keeping their password private.
- We require staff to use STRONG passwords for access into our MIS system.
- We require staff to change their passwords into the MIS, LGfL USO admin site twice a year.

E-mail

This school

- Provides staff with an email account for their professional use, *London Staffmail* and makes clear personal email should be through a separate account;
- Provides *highly restricted (Safe mail) / simulated environments for e-mail with students*; Uses Londonmail with students as this has email content control
- Does not publish personal e-mail addresses of students or staff on the school website. We use anonymous or group e-mail addresses, or class e-mail addresses (with one or more staff having access to an aliased/shared mailbox for a class) for communication with the wider public.
- Will contact the Police if one of our staff or students receives an e-mail that we consider is particularly disturbing or breaks the law.
- Will ensure that email accounts are maintained and up to date
- Reports messages relating to or in support of illegal activities to the relevant Authority and if necessary to the Police.
- Knows that spam, phishing and virus attachments can make e-mails dangerous. We use a number of LGfL-provided technologies to help protect users and systems in the school, including desktop anti-virus product Sophos, plus direct email filtering for viruses, Trojans, pornography, phishing and inappropriate language. , Finally, and in support of these, LGfL WebScreen2 filtering monitors and protects our Internet access to the World Wide Web.

Students:

- We use LGfL LondonMail with students and lock this down where appropriate using LGfL SafeMail rules.

- Students are introduced to, and use e-mail as part of the ICT/Computing scheme of work.
- Students are taught about the safety and 'netiquette' of using e-mail both in school and at home i.e. they are taught:
 - not to give out their e-mail address unless it is part of a school managed project or to someone they know and trust and is approved by their teacher or parent/carer;
 - that an e-mail is a form of publishing where the message should be clear, short and concise;
 - that any e-mail sent to an external organisation should be written carefully and authorised before sending, in the same way as a letter written on school headed paper;
 - they must not reveal private details of themselves or others in e-mail, such as address, telephone number, etc.;
 - to 'Stop and Think Before They Click' and not open attachments unless sure the source is safe;
 - that they should think carefully before sending any attachments;
 - embedding adverts is not allowed;
 - that they must immediately tell a teacher / responsible adult if they receive an e-mail which makes them feel uncomfortable, is offensive or bullying in nature;
 - not to respond to malicious or threatening messages;
 - not to delete malicious or threatening e-mails, but to keep them as evidence of bullying;
 - not to arrange to meet anyone they meet through e-mail without having discussed with an adult and taking a responsible adult with them;
 - that forwarding 'chain' e-mail letters is not permitted.
- Students sign the school Agreement Form to say they have read and understood the Online-safety rules, including e-mail and we explain how any inappropriate use will be dealt with.

Staff:

- Staff only use LA or LGfL e-mail systems for professional purposes
- Access in school to external personal e-mail accounts may be blocked
- Staff use a 'closed' LA email system which is used for LA communications and some 'LA approved' transfers of information;
- Never use email to transfer staff or student personal data. We use secure approved systems.
- Staff know that e-mail sent to an external organisation must be written carefully, (and may require authorisation), in the same way as a letter written on school headed paper. That it should follow the school 'house-style':
 - the sending of multiple or large attachments should be limited, and may also be restricted by the provider of the service being used;
 - the sending of chain letters is not permitted;
 - embedding adverts is not allowed;

- All staff sign our LA / school Agreement Form AUP to say they have read and understood the Online-safety rules, including e-mail and we explain how any inappropriate use will be dealt with.

School website

- The Assistant Headteacher takes overall responsibility to ensure that the website content is accurate and the quality of presentation is maintained;
- Uploading of information is restricted to our website authorisers: The Assistant Headteacher and ICT technicians.
- The school web site complies with the statutory DfE guidelines for publications;
- Most material is the school's own work; where other's work is published or linked to, we credit the sources used and state clearly the author's identity or status;
- The point of contact on the web site is the school address; telephone number and we use a general email contact address, office.manager@ricardslodge.merton.sch.uk. Home information or individual e-mail identities will not be published;
- Photographs published on the web do not have full names attached;
- We do not use students' names when saving images in the file names or in the tags when publishing to the school website;
- We expect teachers using' school approved blogs or wikis to password protect them and run from the school website.

Learning platform

- Uploading of information on the schools' Learning Platform is shared between different staff members according to their responsibilities e.g. all class teachers upload information in their class areas;
- Photographs and videos uploaded to the schools LEARNING PLATFORM will only be accessible by members of the school community;
- In school, students are only able to upload and publish within school approved and closed systems, such as the Learning Platform;

Social networking

- Teachers are instructed not to run social network spaces for student use on a personal basis or to open up their own spaces to their students, but to use the schools' preferred system for such communications in line with the Safeguarding Policy.

School staff will ensure that in private use:

- No reference should be made in social media to students / students, parents / carers or school staff
- They do not engage in online discussion on personal matters relating to members of the school community
- Personal opinions should not be attributed to Ricards Lodge High School or local authority

- Security settings on personal social media profiles are regularly checked to minimise risk of loss of personal information.

Video Conferencing

This school

- Only uses Skype for video conferencing which is LGfL supported.

CCTV

- The PFI contractor manages CCTV for the security of the site. Any enquiries would be dealt with through our contact at Sodexo.

5. Data security: Management Information System access and Data transfer

Strategic and operational practices

At this school:

- The Head Teacher is the Senior Information Risk Officer (SIRO).
- Staff are clear who are the key contact(s) for key school information are. We have listed the information and information asset owners in the staff handbook.
- We ensure staff know who to report any incidents where data protection may have been compromised.
- All staff are DBS checked and records are held in one central record.

We ensure ALL the following school stakeholders sign an Acceptable Use Agreement form. We have a system so we know who has signed.

- staff,
- governors,
- students
- parents

This makes clear staffs' responsibilities with regard to data security, passwords and access.

- We follow LA guidelines for the transfer of any data, such as MIS data or reports of students, to professionals working in the Local Authority or their partners in Students's Services / Family Services, Health, Welfare and Social Services.
- School staff with access to setting-up usernames and passwords for email, network access and Learning Platform access are working within the approved system and follow the security processes required by those systems.
- We ask staff to undertaken at least annual house-keeping to review, remove and destroy any digital materials and documents, which need no longer be stored.

Technical Solutions

- Staff have secure area(s) on the network to store sensitive documents or photographs.
- We require staff to log-out of systems when leaving their computer, but also enforce lock-out after 10 minutes idle time.
- We use the DfE S2S site to securely transfer CTF student data files to other schools.

- We use the Pan-London Admissions system (based on USO FX) to transfer admissions data.
- Staff with access to the Admissions system also use a LGfL OTP tag as an extra precaution.
- We use < RAV3 / VPN solution> with its 2-factor authentication for remote access into our systems.
- We use LGfL's USO FX to transfer other data to schools in London, such as references, reports of students.
- We use the LGfL secure data transfer system, USOAUTOUPDATE, for creation of online user accounts for access to broadband services and the London content
- We store any Protect and Restricted written material in lockable storage cabinets in a lockable storage area. This is monitored by the Child Protection leader.
- All servers are in lockable locations and managed by DBS-checked staff.
- We use LGfL's GridStore remote secure back-up for disaster recovery on our network / admin, curriculum servers.
- We comply with the WEEE directive on equipment disposal> by using an approved or recommended disposal company for disposal of equipment where any protected or restricted data has been held and get a certificate of secure deletion for any server that once contained personal data.
- Portable equipment loaned by the school (for use by staff at home), where used for any protected data, is disposed of through the same procedure.
- Paper based sensitive information is shredded, using cross cut shredder / collected by secure data disposal service.

6. Equipment and Digital Content

Personal mobile phones and mobile devices

- Designated 'mobile use free' areas are situated in the school, and signs to this effect are to be displayed throughout.
- Mobile phones brought into school are entirely at the staff member, student's & parents' or visitors own risk. The School accepts no responsibility for the loss; theft or damage of any phone or hand held device brought into school.
- Student mobile phones which are brought into school must be turned off (not placed on silent) and stored out of sight on arrival in the school buildings. They must remain turned off and out of sight until they exit the buildings. Students may use their phones outside the buildings during break periods.
- The recording, taking and sharing of images, video and audio may only be done on school equipment. Such authorised use is to be monitored and recorded. All recording is to be open to scrutiny and the Headteacher is to be able to withdraw or restrict authorisation for use at any time if it is to be deemed necessary.
- The School reserves the right to search the content of any mobile or handheld devices on the school premises where there is a reasonable suspicion that it may contain undesirable material, including those which promote pornography, violence or bullying.

- Where parents or students need to contact each other during lesson periods, they should do so only through the School's telephone.
- Mobile phones and personally-owned devices will not be used in any way during lessons or formal school time. They should be switched off or silent at all times.
- Mobile phones and personally-owned mobile devices brought in to school are the responsibility of the device owner. The school accepts no responsibility for the loss, theft or damage of personally-owned mobile phones or mobile devices.
- Mobile phones and personally-owned devices are not permitted to be used in certain areas within the school site, e.g. changing rooms and toilets.
- Mobile phones will not be used during lessons or formal school time unless as part of an approved and directed curriculum-based activity with consent from a member of staff.
- Personal mobile phones will only be used during lessons with permission from the teacher.
- No images or videos should be taken on mobile phones or personally-owned mobile devices without the prior consent of the person or people concerned.

Students' use of personal devices

- The School strongly advises that student mobile phones should not be brought into school.
- The School accepts that there may be particular circumstances in which a parent wishes their child to have a mobile phone for their own safety.
- If a student breaches the school policy then the phone or device will be confiscated and will be held in a secure place in the school office. Mobile phones and devices will be released to parents or carers in accordance with the school policy.
- Phones and devices must not be taken into examinations. Students found in possession of a mobile phone during an exam will be reported to the appropriate examining body. This may result in the student's withdrawal from either that examination or all examinations.
- If a student needs to contact her parents or carers during lesson times, they will be allowed to use a school phone. Parents are advised not to contact their child via their mobile phone during lesson times, but to contact the school office.
- Students should protect their phone numbers by only giving them to trusted friends and family members. Students will be instructed in safe and appropriate use of mobile phones and personally-owned devices and will be made aware of boundaries and consequences.

Staff use of personal devices

- Staff are not permitted to use their own mobile phones or devices for contacting students, young people or their families within or outside of the setting in a professional capacity.
- Staff will be issued with a school phone where contact with students, parents or carers is required.

- If members of staff have an educational reason to allow students to use mobile phones or a personally-owned device as part of an educational activity then it will only take place when approved by the senior leadership team.
- Staff should not use personally-owned devices, such as mobile phones or cameras, to take photos or videos of students and will only use work-provided equipment for this purpose.
- If a member of staff breaches the school policy then disciplinary action may be taken.
- Where staff members are required to use a mobile phone for school duties, for instance in case of emergency during off-site activities, or for contacting students or parents, then a school mobile phone will be provided and used. In an emergency where a staff member doesn't have access to a school-owned device, they should use their own device and hide (by inputting 141) their own mobile number for confidentiality purposes.

Digital images and video

In this school:

- We gain parental / carer permission for use of digital photographs or video involving their child as part of the school agreement form when their daughter / son joins the school;
- We do not identify students in online photographic materials or include the full names of students in the credits of any published school produced video materials / DVDs;
- Staff sign the school's Acceptable Use Policy and this includes a clause on the use of mobile phones / personal equipment for taking pictures of students;
- The school blocks/filter access to social networking sites or newsgroups unless there is a specific approved educational purpose;
- Students are taught about how images can be manipulated in their Online-safety education programme and also taught to consider how to publish for a wide range of audiences which might include governors, parents or younger students as part of their ICT scheme of work;
- Students are advised to be very careful about placing any personal photos on any 'social' online network space. They are taught to understand the need to maintain privacy settings so as not to make public, personal information.
- Students are taught that they should not post images or videos of others without their permission. We teach them about the risks associated with providing information with images (including the name of the file), that reveals the identity of others and their location, such as house number, street name or school. We teach them about the need to keep their data secure and what to do if they are subject to bullying or abuse.

Asset disposal

Details of all school-owned hardware will be recorded in a hardware inventory.

Details of all school-owned software will be recorded in a software inventory.

All redundant equipment will be disposed of through an authorised agency. This will include a written receipt for the item including an acceptance of responsibility for the destruction of any personal data.

All redundant equipment that may have held personal data will have the storage media wiped. Alternatively, if the storage media has failed, it will be physically destroyed. The

school will only use authorised companies who will supply a written guarantee that this will happen Disposal of any equipment will conform to The Waste Electrical and Electronic Equipment Regulations 2006 and/or The Waste Electrical and Electronic Equipment (Amendment) Regulations 2007. Further information can be found on the Environment Agency website.

This policy should be read in conjunction with the following other policies:

- Behaviour for Learning
- Safeguarding
- London Borough of Merton Disciplinary Policy
- SMSC