



**Grace
College**

Information & Communication Technology Services (ICTS) Acceptable Use Policy

Version 2207 - Approved by Council 12 September 2022

1. Purpose

The purpose of the Information & Communication Technology Services (ICTS) Acceptable Use Policy is to set out the requirements for the proper, responsible and acceptable use of Grace College information and communications technology services including equipment/hardware, software, storage media, data and networks.

2. Objectives

The aim of this policy is to ensure:

- effective protection of individual users of ICTS from harm to their personal safety, equipment and data;
- equitable access for all authorised users to their allocated ICTS for their role in the organisation;
- proper management and protection of ICTS from internal and external threats to their integrity;
- effective protection of the integrity of the College as a responsible entity for those ICTS;
- ethical use by all users and the College as a whole of ICTS provided by The University of Queensland and other external providers/contractors; and
- compliance with relevant legislation and regulation.

3. Scope

This policy applies to all users of Grace College ICTS including, but not limited to:

- staff;
- student residents;
- short stay guests;
- conference guests;

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- visitors to staff, residents or other guests;
- volunteers; and
- contractors (including their employees and affiliates).

This policy applies to all Grace College information and communication technology services including, but not limited to:

- hardware/equipment;
- software;
- firmware;
- operating systems;
- storage media;
- electronic data; and
- networking resources.

This policy supplements but does not replace existing laws, regulations, agreements, policies and contracts which currently apply to:

- Grace College ICTS including those services offered by external providers; and
- the ethical, responsible and lawful behaviour of any and all users of Grace College ICTS.

Users of Eduroam and other wifi networks made available onsite are bound by the acceptable use policies of The University of Queensland, UQSchoolsNet and Eduroam.

4. Access Provisions to ICTS

ICTS are provided by Grace College for the purposes of the operations of Grace College as a tertiary student residence and short stay, conference and function venue.

In this context, access to Grace College ICTS is provided for:

- work-related purposes for staff, volunteers and contractors;
- personal use for residential staff and volunteers;
- limited personal use for non-residential staff and volunteers;
- study-related purposes for student residents;
- personal use for student residents;
- limited personal use for short stay and conference guests and visitors.

Persons under 18 years of age require the consent of a parent or guardian in order to use the ICTS of the College. Such consent is obtained through the Student Resident Contract.

Grace College reserves the right to limit data allowances and upload/download speeds to assist with fair and equitable access of all authorised users to the available resources.

Grace College reserves the right to inspect and log network traffic and related information and associated user information for the purposes of protecting the network.

5. Principles for Appropriate Access

1. All users are responsible for their use of ICTS.
2. All users must abide by this policy and other related policies, legislation and regulation as outlined in 3.
3. By connecting to the Grace College network or using any other Grace College ICTS, users indicate their agreement to abide by this policy and other related policies, legislation and regulation as outlined in 3.
4. No user may assign or permit unauthorised access to any ICTS that have been assigned for their personal use in accordance with the purposes outlined in “4 Access Provisions to ICTS” above.
5. By accessing Grace College ICTS, all users agree to and acknowledge the inspection and logging of network traffic and related information and associated user information for the purposes of protecting the network.
6. Users must not use VPNs or proxy avoidance measures while using the Grace College network.
7. All devices accessing the networks and other ICTS must have appropriate and up-to-date anti-virus, anti-malware, anti-ransomware and anti-spyware protection installed at the user's expense.
8. Users accessing College ICTS through personal devices must ensure that appropriate security software outlined in the previous point is installed and all operating systems and other installed firmware and software are kept up to date.
9. If any user suspects that their device is affected by a virus, malware, ransomware, spyware or is in any other way impacting the network adversely, they must immediately disconnect from the network and advise Grace College staff through the staff duty phone (0408 846 042). Staff will advise the College Managed IT Service Provider immediately.
10. All users must avail themselves of all appropriate and available security strategies such as the use of strong passwords and multi-factor authentication (MFA).
11. No user may use Grace College ICTS for external commercial purposes such as the operation of a separate or home business.
12. If any person associated with the Grace College site becomes aware of any other person breaching any of the terms of this policy, then they must report this breach to Grace College staff via the IT help email address – ithelpdesk@grace.uq.edu.au; or the staff duty phone (0408 846 042) depending on the urgency of the breach.

6. Inappropriate Use of ICTS

Inappropriate use of ICTS is defined as acts that contravene:

- Australian or Queensland laws and regulations including, but not limited to, those related to copyright, privacy, piracy, discrimination, harassment, fraud, forgery, advertising and pornography;

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- Grace College policies including the Management of Inappropriate Conduct, Sexual Misconduct, Privacy and Social Media Policies of the College;
- Grace College procedures in relation to authorised access to equipment, software, storage media, data and networks;
- the policies and procedures of The University of Queensland or any other institution to which users may be affiliated for the purposes of accessing Eduroam;
- the policies and procedures of Eduroam; and
- the policies and procedures of UQSchoolsNet.

Inappropriate use includes, but is not limited to:

- any unauthorised interventions into equipment, software, storage media, data or networks, including any attempts to modify or extend these resources beyond their area of intended use;
- any interference or modification to the logical or physical network without appropriate authorisation, including network patching and unplugging network or power connections;
- changing network settings from those provided by DHCP servers, e.g. DNS servers;
- use of ICTS that enables or constitutes plagiarism, piracy, illegal downloading or other contravention of copyright law;
- use of ICTS to access, produce or share pornographic material;
- use of ICTS that inhibits or prevents the reasonable and acceptable use of those resources by other authorised users (e.g. excessive data or bandwidth consumption);
- use of ICTS for personal or business use other than as outline in “4 Access Provisions to ICTS”;
- use of ICTS to unlawfully discriminate against, bully, harass (including sexual harassment), abuse (including sexual abuse), victimise, vilify on religious or racial ground, or make malicious or false complaints about another person or entity;
- production or sharing of material that is obscene or defamatory;
- the attachment of devices such as routers and servers to the network without appropriate authorisation;
- unauthorised use of a “fixed” IP address;
- any act which violates the rightful privacy or confidentiality of another person or their confidential or sensitive information including activities such as identity impersonation or theft;
- the sending or facilitation of spam or other unsolicited advertising;
- acts of forgery, fraud or other misrepresentation of identity or fact;
- provision of access to minors of age-inappropriate materials;
- the production and sharing of computer viruses, malware, ransomware and/or spyware; and
- any other invasive activity to other users or systems that may be deemed as hostile, e.g. bot-nets, denial of service attacks, port scans, ping-bombs.

7. Consequences of Non-Compliance

Reports of inappropriate conduct will be investigated and dealt with in accordance with the College's Grievance Policy.

Evidence of inappropriate conduct may result in the immediate termination of access to ICTS by one or more users without notice. The College authorises its contracted managed IT service provider to take such action as required to protect the integrity of the College as an entity and the safety of all users. A grievance process will normally follow such action to determine the nature of the event and any assignable responsibility for it.

Proven non-compliance with this policy may result in:

- restrictions on a user's data allowance or accessible bandwidth temporarily or permanently;
- confiscation of or denial of access to any College ICTS that have been misused;
- termination of access to any and all College ICTS;
- suspension or termination of residency at Grace College;
- report of inappropriate activity to the user's affiliated university (where relevant);
- report of inappropriate activity to the police or other lawful authority;
- the taking of legal action against the offender.

8. Information & Support

If you have a query about this policy or need more information, please contact ithelpdesk@grace.uq.edu.au

If you wish to make a complaint about the use of Grace College ICTS, please consult the College's Grievance Policy.

9. Document Control & Availability

9.1 Record of Versions

The following table of versions records the history of the issuing of this document. It is updated with every amendment of the document.

Versions are numbered by year and month (i.e. April 2013 is 1304).

This policy will be reviewed annually.

The current policy was approved by Grace College Council on 12 September 2022 for immediate implementation.

Version	Revision Details	Sections Affected	Revised by	Reviewed by Governance & Risk Management Committee	Approved by Council
2207	New Policy	All	Monro	18 August 2022	12 Sept 2022

9.2 Availability

This document is available on the IT Network in S:/Grace College Operations Manual. This directory is accessible by all staff with computer access. Printed versions of the *Grace College Operations Manual* are also available in:

- the Principal’s Office in Administration;
- the General Administration Office;
- the Head Chef’s Office in the Kitchen;
- the Facilities Manager’s Office in the Workshop;
- in the suite of the Senior Resident Assistant; and
- on each floor of the accommodation buildings in the kitchenette.

A copy of the *Grace College Operations Manual* is provided to the Grace College Student Club Executive through their President. This copy will be kept with the records of the Student Club Executive and passed on to subsequent Executives.

This policy is also published on the Grace College website (www.grace.uq.edu.au).

9.3 Issue Protocols

When a new version of this document is issued:

- an implementation date will be determined;
- the electronic version will be updated on the IT Network and the College website;
- all printed copies of the previous version will be withdrawn from access at the College;
- a printed copy and an electronic copy of the previous version will be archived;
- any annotations on printed copies of the previous version will also be archived; and
- printed copies of the new version will be issued as deemed appropriate by the Principal.