

# Office Of The Treasurer & Tax Collector

## City and County of San Francisco

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Street Address: 1 Dr. Carlton B. Goodlett Place • San Francisco, CA 94102-0917



## POLICY FOR E-MAIL, VOICE MAIL AND INTERNET USE.

All information stored on the Office of the Treasurer/Tax Collector's (TTX) information systems including but not limited to computers, networks, voice mail, electronic mail ("e-mail"), pagers, fax machines, telephone records, etc. (information systems) is considered TTX property. TTX reserves the right to access, review, copy, disclose, and delete any messages sent, received or stored on these systems for any purpose and to disclose them to any party (inside or outside TTX) that it deems appropriate without prior notice.

Individuals with access to records and information systems of TTX must protect confidential information, and use that information and those systems in the performance of their jobs. **Confidential information may not be accessed, discussed, or divulged in any form except as required in the performance of your duties.**

### CONFIDENTIAL INFORMATION

Any information gained solely through your work with TTX that is not of a public nature is considered confidential. This includes but it is not limited to: Social Security numbers, medical diagnosis, prognosis, medications, drivers' license, date of birth, Federal Tax ID number (FIN), financial information, etc.

### USE OF OFFICE TELEPHONES

Telephone communication is a vital part of our business operation. Because of the large volume of business conducted by telephone, personal use of the telephone should be limited and personal calls should be brief. Personal long-distance calls must be billed to the employee's home phone or credit card or placed collect.

### ACCEPTABLE USES OF THE INTERNET AND TTX E-MAIL

TTX encourages the use of the information systems because they make communication more efficient and effective. However, they are TTX property, and are to be used to facilitate TTX business.

Limited personal use of internet and e-mail is permitted only during scheduled breaks subject to the limits set by this policy.

### RULES FOR ELECTRONIC COMMUNICATION

Every person is responsible for the content of all text, audio or images that he or she places or sends over TTX's information systems. You may not hide your identity or represent that any e-mail or other electronic communications were sent from someone else. You must include your name in all messages communicated on TTX's information systems.

All communications sent by you via TTX's information systems must comply with all TTX policies and may not disclose any confidential or proprietary information.

If you receive unsolicited e-mail from outside TTX that appears to violate this policy, or if you accidentally access an inappropriate web site you should notify your supervisor immediately.

## **DOWNLOADING AND INSTALLATION OF SOFTWARE**

No employee may download software from the Internet or install any software on a TTX computer without prior written authorization from the IS Manager.

## **COPYING OF CONFIDENTIAL DATA**

**You may not copy any** confidential information into any format or data storage media without written authorization from the IS Manager. This information may only be copied into laptops or desktops, which are property of TTX, and may be used only in the performance of the duties of your position.

Confidential information may not be copied into your personal computer, data storage media, or become part of your personal records.

## **COPYRIGHT AND TRADEMARK ISSUES**

You may not transmit copyrighted and trademarked material that does not belong to TTX on TTX's information systems without prior written authorization from the holder of the copyright or trademark.

## **REPORTING LOSS OF DATA**

You are required to report the loss of hardware, data storage media, or paper printouts of **any** confidential information to your Section Manager, immediately upon learning of such loss.

## **SYSTEM SECURITY**

TTX reserves the right to routinely monitor how you use the information systems. All messages and documents created, sent or received over TTX's e-mail or Internet systems, telephone, computers, fax machines or voice mail, are TTX's property and should not be considered private information. Despite the existence of any passwords, you should not assume that any electronic communication is private.

## **INSTANT MESSAGING (IM)**

Use of IM or similar services is prohibited.

## **VIOLATIONS**

**Any person who violates these rules or otherwise abuses the privilege of TTX's information systems, may be subject to corrective action up to and including termination. If necessary, TTX also reserves the right to advise appropriate officials of any illegal activities.**

Voice mail or e-mail messages deleted or erased by an employee may not be permanently deleted from TTX's systems, and TTX retains the right to access them for so long as the information may be obtained from any source. You are required to provide your passwords to authorized TTX personnel so that TTX may retrieve, review and respond to voice mail and e-mail messages as it deems appropriate in its sole discretion.

You should use the voice mail and e-mail systems at TTX's expense to assist you in conducting TTX business. These systems are to be used for business-related purposes. You are encouraged and advised not to use these systems to communicate personal messages, records or information, as there is no guarantee or expectation regarding the privacy of such personal information. Should you nonetheless make use of the information systems to communicate personal messages or information, TTX reserves the right to access, review, copy, delete or disclose them for any purpose. Accordingly, you should not use these systems to send, receive or store any information that you wish to keep private.

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Messages transmitted by e-mail, voice mail or by telephone should be courteous, professional and business-like. You may not use the e-mail, voice mail or telephone systems to transmit offensive, obscene, harassing or defamatory messages, or messages that disclose personal information about other individuals without authorization. Provided below is a **non-exclusive** list of prohibited activities in which you may not engage. Prohibited activities include:

1. Using any words, images, or references that could be viewed as obscene, derogatory, or racially, sexually, ethnically or otherwise offensive to colleagues, taxpayers or suppliers.
2. Creating, accessing, downloading or transmitting messages or images that might be considered inappropriate in the workplace, including, but not limited to, messages or images that are lewd, obscene or pornographic and messages or images that might be considered offensive or harassing due to their reference to race, sex, age, sexual orientation, marital preference, religion, national origin, physical or mental disability or other protected status.
3. Using TTX's information systems to harass, intimidate or annoy other persons.
4. Spreading "chain mail" and other frivolous communications.
5. Downloading, copying or transmitting software and/or documents protected by copyrights.
6. Downloading PDF documents and forms is permissible. However, downloading any other software or materials is prohibited unless it is from a governmental website or the IS Manager has approved such downloads and has taken appropriate anti-virus measures.
7. Using encryption devices and software that have not been expressly authorized by TTX.
8. Using TTX's information systems for any purposes which violate a federal, state or local law.
9. Use for private business.
10. Using TTX's information systems for access to and distribution of: a) Patently offensive representations or descriptions of ultimate sexual acts, normal or perverted, actual or simulated or patently offensive representations or descriptions of masturbation, excretory function, or lewd exhibition of the genitals, b) Material sent or received in violation of the Protection of Children Against Sexual Exploitation Act of 1977, as amended, 18 U.S.C. 2252.
11. Using TTX's information systems for access to and distribution of computer games.
12. Using TTX's information systems to interfere with or disrupt network users, services, or equipment.
13. Intentionally seeking out information on, obtain copies of, or modify files and other data, which are confidential under federal, state, or local law, unless specifically authorized to do so once the legal conditions for release are satisfied.
14. Copying any software, electronic file, program, or data using TTX provided Internet services without a priorwritten approval from the IS Manager.
15. Intentionally seeking information on, obtaining copies of, or modifying files or data belonging to others without authorization of the file owner.
16. Seeking passwords of others or the exchanging of passwords.

- 17. Users intentionally representing themselves electronically as others, either on TTX network or elsewhere on the Internet, unless explicitly authorized to do so by those other users. Users shall not circumvent established policies defining eligibility for access to information or systems.
- 18. Intentionally developing programs designed to harass other users or infiltrate a computer or computing system and/or damage or alter the software components of same or intentionally introducing viruses.
- 19. Using any TTX resources for political activities.
- 20. 'Browsing' the Internet for personal use during your scheduled work hours.

**Individuals who violate this Policy or any other TTX policy in connection with the use of these systems may be subject to disciplinary action, up to and including termination of employment.**

**I have read and understood the Policy for E-Mail, Voice Mail, and Internet Use, and agree to comply with all its terms and conditions. I understand that I have no privacy right on the information stored in any computer, network, voice mail, electronic mail ("e-mail"), pager, fax machine, or telephone records property of TTX. I acknowledge that my use of the information systems and equipment may be monitored.**

NAME (Please Print)	Enter ONLY the last 4 digits of your Social Security Number
SIGNATURE	DATE

Original to employee's personnel file  
Copy to employee