Acceptable use policy for users of MOSAIC (FWI)

**All staff given access to casework and data systems in Camden should be fully aware of the importance of confidentiality and security of information on the system and be familiar with their responsibilities under the relevant legislation and the Camden IT Code of Conduct.**

**All users also need to be aware of the risks involved with using data systems in Camden and must be fully aware of the contents of this policy to help minimise the risks. This will ensure that the reputation of the Council is not damaged through inappropriate or unauthorised access as a result of login credentials being compromised or through misuse of data.**

**All staff handling personal information about service users are bound by the duty of confidentiality to clients and the legal framework for confidentiality which is contained in the common law duty of confidentiality, the Human Rights Act 1998, the General Data Protection Regulation and Data Protection Act 2018 and legislation relating to casework e.g. the Children Act 1989, the Housing Act 2004 and the Care Act 2014.**

**Users of these systems will have their activities recorded via their user ID and regular audits will be undertaken to establish which cases have been accessed by individual staff.**

**Where usage reveals evidence of unauthorised access, appropriate action will be taken by the Council. Misuse will be regarded as gross misconduct and will result in disciplinary action. Under the General Data Protection Regulation and Data Protection Act 2018 any employee may be personally liable in a court of law for unauthorised disclosure of personal data. The Computer Misuse Act 1990 makes it a criminal offence to gain access to unauthorised information on a computer system.**

I understand that I will be using systems that contain highly sensitive and confidential personal information concerning service users. I hereby agree to adhere to the following obligations:

**I understand that:-**

* + - * I am bound by the Council’s Code of Conduct and legislation relating to confidentiality and that I owe a duty of confidentiality to service users whose information Camden holds.
* I am not permitted to access or disclose information on *any* records that are not allocated to me or my service, unless authorised to do so.
* I will not use, download, disclose or retain any information from the system except in the performance of my duties.
* All sensitive information that I send externally, should be sent securely, for example, encrypted email, checking recipient addresses, postal addresses and postal contents.
* My use of the system will be audited and that records will be kept of any unauthorised access to records and that action will be taken if access is detected.
* If I move roles within the service where I no longer require access to the Mosaic system, and I continue to access records, this will be considered a data breach and appropriate action will be taken.
* Any failure on my part to fulfil any of the obligations set out within this agreement may result in formal action being taken against me under the Council’s policies and procedures or of civil or criminal action in a court of law.

**I will:-**

* Record on the case file that consent for the sharing of third party information has been obtained and whether there are any restrictions on disclosure. I will also record with whom the information has been shared and the purpose for sharing.
* Only discuss confidential information in the work place and for job-related purposes. I will not discuss such information outside of the work place or within hearing of other people who do not have a need to know about the information.
* Ensure that unauthorised people cannot view information displayed on my computer screen or paper files and lock my workstation and put papers away when I am away from my work area.
* Take all reasonable care to properly secure confidential information in my possession or on my laptop or other device at my work place and at home.
* Immediately inform my manager if there is a conflict of interest should I be allocated a case where the client is known to me or where I or my family are known on the system.
* Notify my manager immediately should I become aware of an actual breach of confidentiality or a situation which could potentially result in a breach, whether this be on my part or on the part of another person.

**I will not:-**

* Share my user ID or password with another person
* Personally seek out, view or extract information relating to myself, family, friends, neighbours, colleagues or celebrities that may be held on any system

**I have read and understood this Acceptable Use Policy and understand that I am bound by a duty of confidentiality and agree to adhere to the stated obligations and the requirements of the Data Protection Act and other related legislation. I understand that any breach of this policy or the rights that I have been given may lead to disciplinary action being taken against me.**

Name:

Signature:

Directorate & Service:

Date:

**Please sign and send a copy to HR,** **DBSDirectorate@camden.gov.uk****, so this can be put on your personnel file.**

Please also ensure that a copy is given to your manager to retain on your supervision file/ personal records.