

E-Safety and Acceptable Use of ICT Policy

Clarity Independent School

Bridge Barn Farm
Woodhill Road
Sandon
CM2 7SG

Clarity Independent School is committed to safeguarding...

"Our school is committed to our whole-school approach to safeguarding, which ensures that keeping children safe is at the heart of everything we do, and underpins all systems, processes and policies...We promote an environment where children and young people feel empowered to raise concerns and report incidents and we work hard in partnership with pupils, parents and caregivers to keep children safe."

Clarity Safeguarding Policy September 2024

Written by Debbie Hanson
Head Teacher and Proprietor

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Updated by Name: S. Ailara

1. Introduction

Information and communications technology (ICT) is an integral part of the way our school works, and is a critical resource for pupils, staff (including the senior leadership team), governors, volunteers and visitors. It supports teaching and learning, and the pastoral and administrative functions of the school. However, the ICT resources and facilities our school uses could also pose risks to data protection, online safety and safeguarding.

This policy aims to:

- Set guidelines and rules on the use of school ICT resources for staff, pupils, parents/carers and governors
- Establish clear expectations for the way all members of the school community engage with each other online
- Support the school's policies on data protection, online safety and safeguarding
- Prevent disruption that could occur to the school through the misuse, or attempted misuse, of ICT systems
- Support the school in teaching pupils safe and effective internet and ICT use

This policy covers all users of our school's ICT facilities, including staff, pupils, volunteers, contractors and visitors.

Breaches of this policy may be dealt with under our Behaviour policy or our Staff code of conduct policy.

At Clarity Independent School we understand the responsibility we have to educate our pupils on e-safety issues; teaching them appropriate behaviours and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies, in and beyond the context of the classroom.

Clarity Independent School has a whole school approach to the safe use of ICT and creating this safe learning environment includes three main elements:

- an effective range of technological tools
- policies and procedures, with clear roles and responsibilities
- a comprehensive e-safety programme for pupils, staff and parents.

This policy has been written by the Head Teacher and is contributed to by the whole school, pupils and staff.

For expectations regarding the taking, distribution and publication of photography and other media at Clarity Independent School see the Photography Consent Form. This policy is to be read in conjunction with all other policies particularly:



- Behaviour Policy
- Child Protection and Safeguarding Policy
- Child on Child Harmful Sexual Behaviour Policy
- Antbullying Policy
- Code of Conduct policy (in teachers' handbook)
- Photograph Consent Form Policy
- Equality Policy
- CCTV and Media Policy

Whole school E-Safety and acceptable use of ICT training takes place during assemblies (morning meetings), ICT and PSHCE & RSE lessons.

2. Relevant legislation and guidance

- This policy refers to, and complies with, the following legislation and guidance:
- [Data Protection Act 2018](#)
- The UK General Data Protection Regulation (UK GDPR) – the EU GDPR was incorporated into UK legislation, with some amendments, by [The Data Protection, Privacy and Electronic Communications \(Amendments etc\) \(EU Exit\) Regulations 2020](#)
- [Computer Misuse Act 1990](#)
- [Human Rights Act 1998](#)
- [The Telecommunications \(Lawful Business Practice\) \(Interception of Communications\) Regulations 2000](#)
- [Education Act 2011](#)
- [Freedom of Information Act 2000](#)
- [Education and Inspections Act 2006](#)
- Keeping Children Safe in Education (DfE, 2024)
- [Searching, screening and confiscation: advice for schools \(Updated 2023\)](#)
- [National Cyber Security Centre \(NCSC\): Cyber Security for Schools](#)
- [Education and Training \(Welfare of Children\) Act 2021](#)
- UK Council for Internet Safety (et al.) guidance on [Sharing nudes and semi-nudes: advice for education settings working with children and young people \(updated March 2024\)](#)
- [Meeting digital and technology standards in schools and colleges](#)

3. Definitions

- **ICT facilities:** all facilities, systems and services including, but not limited to, network infrastructure, desktop computers, laptops, tablets, phones, music players or hardware,



software, websites, web applications or services, and any device system or service that may become available in the future which is provided as part of the school's ICT service

- **Users:** anyone authorised by the school to use the school's ICT facilities, including governors, staff, pupils, volunteers, contractors and visitors
- **Personal use:** any use or activity not directly related to the users' employment, study or purpose agreed by an authorised user
- **Authorised personnel:** employees authorised by the school to perform systems administration and/or monitoring of the ICT facilities
- **Materials:** files and data created using the school's ICT facilities including but not limited to documents, photos, audio, video, printed output, web pages, social networking sites and blogs

*See appendix 12 for a glossary of cyber security terminology.

4. Roles and Responsibilities

E-Safety is recognised as an essential aspect of strategic leadership in Clarity Independent School. All staff members receive E-Safety online training from Educare, as part of their induction and sign an agreement of code of conduct.

The E-Safety Lead has overall responsibility of e-safety:

Mrs S.Ailara (DSL)

Children can report any concerns to class teachers.

It is the role of these staff members to keep abreast of current issues and guidance through organisations such as CEOP (Child Exploitation and Online Protection), "The two Johns" (EST) E-Safety training and Child Net. Regular training will also be given at the school and online via the Educare annual training platform, along with "The two Johns" (EST) E-Safety in-person training and workshops in school.

The E-Safety Lead ensures all staff are updated as necessary. All teachers are responsible for promoting and supporting safe behaviours in their classrooms and follow school e-safety procedures.

All staff should be familiar with the school's policy including:

- safe use of e-mail
- safe use of the Internet
- safe use of the school network, equipment and data



- safe use of digital images and digital technologies, such as mobile phones and digital cameras
- publication of pupil information/photographs on the school website
- procedures in the event of misuse of technology by any member of the school community (see appendices)
- Filtering and Monitoring procedures
- their role in providing e-safety education for pupils.

Staff are reminded and updated about e-safety regularly and new staff receive information on the school's acceptable use policy as part of their induction. Temporary Teachers and all staff must sign an acceptable use of ICT agreement before using technology equipment in school (see page 12 for Staff Acceptable Use Agreement).

Managing the school e-safety messages

- We endeavour to embed e-safety messages across the curriculum whenever the internet and/or related technologies are used.
- The e-safety policy will be shared with new staff, including the acceptable use policy as part of their induction.
- E-safety posters are prominently displayed in class teaching areas.
- Half-termly E-safety newsletters are emailed to parents (and are also on our website) sharing tips, fact-sheets and information on new games/apps to support parents' understanding of current online trends amongst children, and to promote open discussions about E-safety between children, parents and adults in school.

5. Curriculum

Computing and online resources are increasingly used across the curriculum. We believe it is essential for e-safety guidance to be given to the pupils on a regular and meaningful basis. We continually look for new ways to promote e-safety.

- We provide opportunities within a range of curriculum areas to teach about e- safety.
- Educating pupils on the dangers of technologies that may be encountered outside school is done informally, when opportunities arise and as part of the ICT and RSE curricula.
- Pupils are taught about copyright and respecting other people's information, images, etc. through discussion, modelling, and activities as part of the ICT and RSE curricula.
- We periodically distribute questionnaires to children to monitor their understanding of e-safety. Please see appendices.
- Pupils are aware of the impact of online bullying through PSHCE & RSE and know how to seek help if they are affected by these issues. Pupils are also aware of where to seek



advice or help if they experience problems when using the internet and related technologies.

- Pupils are taught to critically evaluate materials and learn good searching skills through cross curricular teacher models, discussions and via the ICT curriculum.
- We promote a 'Safe to talk' non-judgemental culture within school (and at home with parents) to encourage pupils to feel able to talk openly about their online experiences and disclose any 'unsafe' or worrying online experiences.
- The school provides specialist E-safety workshops for pupils, parents and staff annually, delivered by 'The 2 Johns', EST E-safety Ltd.

6. Monitoring and filtering of the school network and use of ICT facilities

The internet is an open communication medium, available to all, at all times. Anyone can view information, send messages, discuss ideas and publish material which makes it both an invaluable resource for education as well as a potential risk to young people.

To safeguard and promote the welfare of children and provide them with a safe environment to learn, the school reserves the right to filter and monitor the use of its ICT facilities and network. This includes, but is not limited to, the filtering and monitoring of:

- Internet sites visited
- Bandwidth usage
- Email accounts
- Telephone calls
- User activity/access logs
- Any other electronic communications and devices

Only authorised ICT personnel may filter, inspect, monitor, intercept, assess, record and disclose the above, to the extent permitted by law.

The school monitors ICT use in order to:

- Obtain information related to school business
- Investigate compliance with school policies, procedures and standards
- Ensure effective school and ICT operation
- Conduct training or quality control exercises
- Prevent or detect crime
- Comply with a subject access request, Freedom of Information Act request, or any other legal obligation

Monitoring of ICT use is performed through:

- Physical monitoring of pupil use of the internet, during lessons and activities. **The pupils' screens must be visible to a member of staff at all times during use.**
- Active monitoring, through the use of a classroom monitoring system: FortiGuard web filtering service. This will send an alert to designated members of staff if a pupil / staff member attempt to access unsuitable material online.
- Active monitoring is provided through Talk Straight Schools broadband, through its Advanced content filtering and monitoring software; Fortigate. This will monitor internet use by each device and send a daily notification to the school Business Manager. The School Business Manager monitors the daily notification reports and will then immediately inform the DSL/DDSL if there have been any breaches or attempts to access inappropriate or harmful online content. The school's E-safety policy and Procedures will then be initiated (*see procedures in Appendices 4 and 5*). [Please note: This is in addition to, not in place of, physical monitoring of pupils' screens by staff at all times.]

Our Head Teacher is responsible for making sure that:

- The school meets the DfE's [filtering and monitoring standards](#)
- Appropriate filtering and monitoring systems are in place
- Staff are aware of those systems and trained in their related roles and responsibilities
 - For the leadership team and relevant staff, this will include how to manage the processes and systems effectively and how to escalate concerns
- They regularly review the effectiveness of the school's monitoring and filtering systems

The school's designated safeguarding lead (DSL) will take lead responsibility for understanding the filtering and monitoring systems and processes in place.

Where appropriate, staff may raise concerns about monitored activity with the school's DSL and ICT manager, as appropriate.

Our internet access is filtered through:

FortiGuard web filtering service, provided by United Network Technologies (part of Talk Straight).

These procedures and systems are monitored and reviewed annually by:

Mary Weidner, Clarity Business Manager, in collaboration with Andy Sharp, Head of Technical Services, United Network Technologies

7. Managing Internet Access

- Students will have supervised access to Internet resources through the school's fixed and mobile internet technology.
- Staff will preview any recommended sites before use.
- Raw image searches are discouraged when working with pupils.
- If Internet research is set for homework, specific sites will be suggested that have previously been checked by the teacher. It is advised that parents re-check these sites and supervise any further research.
- Staff and pupils are aware that school-based email and internet activity can be monitored and explored further if required by the Senior Leadership Team.
- If staff or pupils discover an unsuitable site, the screen must be switched off/closed and the incident reported immediately to the e-safety co-ordinator and an email sent to the Business Manager, cc Head Teacher and the network manager, with the link copied and pasted into the email, so that they can block the site.

The Network Manager for Clarity Independent School is:

Danny Lagden at DL Solutions

- It is the responsibility of the school, by delegation to the network manager, to ensure that anti-virus protection is installed and kept up-to-date on all school machines.
- **Any changes to filtering must be authorised by the Head Teacher.**

The use of You Tube

The school is covered for copyright regarding the use of You Tube, under Section 28 of the Copyright Act 1968.

Teaching and office staff are permitted to use You Tube in school for the purposes of training and research.

You Tube is permitted to be shown in the classroom, by the teaching staff (not pupils themselves) as long as the following guidelines are adhered to:

1. Always use videos uploaded or recommended by recognised education providers
2. Watch the video no more 24 hours before using it, or that morning if possible, to check the content is appropriate
3. Teaching staff member to set the video up on their laptop paused and ready to play without the strip of related videos on the right-hand side, before connecting to the interactive whiteboard



4. Be prepared to mute and disconnect from the whiteboard quickly, if necessary
5. Pause the video a few seconds before the end to ensure no ads pop up for different recommended videos which may not be appropriate
6. Never let the pupils access You Tube directly
7. Remember, it is the staff members' responsibility to ensure suitability, in keeping with the school's ethos and appropriateness re certificate age etc.

Mobile phones

The use of mobile phones in school by students is not permitted. Students bringing a mobile phone to school must hand this to staff on arrival.

The use of personal mobile phones by staff is permitted only in the staffroom, or off school grounds, during break times, unless authorised by the Headteacher. Personal mobile phones are not permitted to be stored in the classrooms or student areas of the school.

Each class teacher has access to a School Mobile phone for use in the classroom to record photos of work, take photos of pupils (with parental / care-giver's consent) and for communication use on off-site trips.

8. Unacceptable use

The following is considered unacceptable use of the school's ICT facilities. Any breach of this policy may result in disciplinary or behaviour proceedings (see section Behaviour policy/Staff code of conduct policy).

Unacceptable use of the school's ICT facilities includes:

- Using the school's ICT facilities to breach intellectual property rights or copyright
- Using the school's ICT facilities to bully or harass someone else, or to promote unlawful discrimination
- Breaching the school's policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Online gambling, inappropriate advertising, phishing and/or financial scams
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate or harmful
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams



- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Sharing confidential information about the school, its pupils, or other members of the school community
- Connecting any device to the school's ICT network without approval from authorised personnel
- Setting up any software, applications or web services on the school's network without approval by authorised personnel, or creating or using any programme, tool or item of software designed to interfere with the functioning of the school's ICT facilities, accounts or data
- Gaining, or attempting to gain, access to restricted areas of the network, or to any password-protected information, without approval from authorised personnel
- Allowing, encouraging or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities
- Causing intentional damage to the school's ICT facilities
- Removing, deleting or disposing of the school's ICT equipment, systems, programmes or information without permission from authorised personnel
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not permitted by authorised personnel to have access, or without authorisation
- Using inappropriate or offensive language
- Promoting a private business, unless that business is directly related to the school
- Using websites or mechanisms to bypass the school's filtering or monitoring mechanisms
- Engaging in content or conduct that is radicalised, extremist, racist, antisemitic or discriminatory in any other way
- Using AI tools and generative chatbots (such as ChatGPT and Google Bard):
 - During assessments, including internal and external assessments, and coursework
 - To write their homework or class assignments, where AI-generated text or imagery is presented as their own work

This is not an exhaustive list. The school reserves the right to amend this list at any time. The headteacher will use their professional judgement to determine whether any act or behaviour not on the list above is considered unacceptable use of the school's ICT facilities.

Exceptions from unacceptable use

Where the use of school ICT facilities (on the school premises and/or remotely) is required for a purpose that would otherwise be considered an unacceptable use, exemptions to the policy may be granted at the headteacher's discretion (requests must be submitted in writing to the Headteacher with a full rationale, and authorisation must be received from the Headteacher before commencement).

Pupils may use AI tools and generative chatbots:

- On the Authorisation of the Headteacher
- As a research tool to help them find out about new topics and ideas
- When specifically studying and discussing AI in schoolwork, for example in IT lessons or art homework about AI-generated images. All AI-generated content must be properly attributed.

9. Security and Data Protection

The school and all staff members comply with the Data Protection Act 2018. Personal data will be recorded, processed, transferred and made available according to the act. Password security is essential for staff, particularly as they are able to access and use pupil data. Staff have secure passwords which are not shared with anyone apart from the Office for monitoring and security purposes. All users read and sign an Acceptable Use Agreement to demonstrate that they have understood the school's E-Safety Policy (see p17).

10. Emails

The use of e-mail within most schools and colleges is an essential means of communication for both staff and pupils. In the context of Clarity Independent School, e-mail should not be considered private. Educationally, e-mail can offer significant benefits including; direct written contact between schools and colleges on different projects, be they staff based or pupil based, within school / college or international. We recognise that pupils need to understand how to style an e-mail in relation to their age and good network etiquette; 'netiquette'. In order to achieve ICT level 4 or above, pupils must have experienced sending and receiving e-mails.

Managing Email

The school gives all staff their own school e-mail account to use for all school business as a work-based tool. This is to protect staff, minimise the risk of receiving unsolicited or malicious e-mails and avoids the risk of personal profile information being revealed.



It is the responsibility of each account holder to keep the password secure. For the safety and security of users and recipients, all mail is filtered and logged; if necessary, e-mail histories can be traced. The school email account should be the account that is used for all school business.

Under no circumstances should staff contact pupils, parents or conduct any school or college business using their own or another **personal (non-school)** e-mail address.

All e-mails should be written and checked carefully before sending, in the same way as a letter written on school headed paper.

Staff sending e-mails to external organisations, parents or pupils are advised to cc. the Head Teacher, line manager or designated account.

Pupils may only use school approved accounts on the school system and only under direct teacher supervision for educational purposes.

E-mails created or received as part of your school job will be subject to disclosure in response to a request for information under the Freedom of Information Act 2000. Staff must therefore actively manage their e-mail account as follows:

- Use a flag system to prioritise emails needing attention and set them apart from those dealt with
- Keep all previous emails as a record of communication for a period of 2 years.

All pupil e-mail users are expected to adhere to the generally accepted rules of netiquette particularly in relation to the use of appropriate language and not revealing any personal details about themselves or others in e-mail communication, or arrange to meet anyone without specific permission, virus checking attachments.

Pupils must immediately tell a teacher/ trusted adult if they receive an offensive e-mail.

Staff must inform the SLT if they receive an offensive e-mail.

Pupils are introduced to e-mail as part of the ICT Scheme of Work.

Access to the School's e-mail (whether directly, through webmail when away from the office or on non-school hardware) is always subject to the School's policies.

Sending Emails

If sending e-mails containing personal, assessment / performance, confidential, classified or financially sensitive data to external third parties (including parents / care-givers) or agencies, refer to the Section 'E-mailing Personal, Sensitive, Confidential or Classified Information'

Use own Clarity e-mail account so that you are clearly identified as the originator of a message.

Keep the number and relevance of e-mail recipients, particularly those being copied, to the minimum necessary and appropriate.

Clarity e-mail is not to be used for personal advertising / marketing.

Receiving emails

Staff are to check their e-mail *at least* first thing in the morning and straight after the children have gone home, every working day.

Never open attachments from an untrusted source; Consult ICT personnel first.

Do not use the e-mail systems to store attachments. Detach and save business related work attachments to the appropriate shared drive/folder.

The automatic forwarding and deletion of e-mails is not allowed unless authorised by Debbie Hanson, Headteacher.

E-mailing Personal, Sensitive, Confidential or Classified Information

Where e-mail is used to transmit such data:

- Obtain express consent from SLT to provide the information by e-mail
- Exercise caution when sending the e-mail and always follow these checks before releasing the e-mail:
 - Encrypt and password protect using the Microsoft Outlook Sensitive External Email Encryption option. If you do not have access to this, our Business Manager will open a conversation with the recipient for this to be facilitated, alternatively, if you wish to send a secure email to Essex Local Authority, send a request for the recipient to send you a sensitive secured email thread, which you can reply to - your reply will be secure.
 - Verify the details, including accurate e-mail address, of any intended recipient of the information

- Verify (by phoning) the details of a requestor before responding to e-mail requests for information and check with SLT before sending
 - Do not copy or forward the e-mail to any more recipients than is absolutely necessary
 - Copy Debbie Hanson in so as to be informed the information has been sent.
-
- Do not send the information to anybody/person whose details you have been unable to separately verify (usually by phone)
 - Send the information as an encrypted document **attached** to an e-mail via the Business Manager using Outlook External Email / Local Authority sensitive encrypted email system
 - Where a password is also used, provide the encryption key or password by a **separate** contact with the recipient(s) via outlook External Email/ LA sensitive encrypted email
 - Do not identify such information in the subject line of any e-mail
 - Use pupil's initials only
 - Request confirmation of safe receipt
 - If a parent sends you such data not using Outlook encryption, advise them of our policy and send an external encrypted email to their account (via Business Manager) in order for them to send personal information in future.

11. E-Safety Complaints/Incidents

As a school we take all precautions to ensure e-safety at all times. However, due to the international scale and linked nature of internet content, the availability of mobile technologies and the speed of change, it may mean that unsuitable material may briefly appear on a computer or mobile device. The school cannot accept liability for material accessed or any consequences of this. Complaints should be made to the Head Teacher. Incidents should be logged and the flowchart for managing an e-safety incident is to be followed (see appendices). It is important that the school works in partnership with pupils and parents to educate them about Cyber bullying and children, staff and families need to know what to do if they or anyone they know are a victim of Cyber bullying. All cyber-bullying incidents (as with all bullying incidents) should be recorded and investigated via the school safeguarding system; CPOMS.

12. Review of Policy

There are on-going opportunities for staff, children and families to discuss e-safety concerns with our staff. This policy needs to be reviewed every year and consideration given to the implications for future whole school development planning. The policy will be amended if new technologies are adopted or any guidance or orders are updated.

Appendices

1. Primary Pupil Acceptable Use of ICT Agreement/E-Safety Rules
2. Parent Internet use form/letter
3. Staff and Visitor Acceptable Use Agreement (including safe use of YouTube)
4. Flow chart for managing an e-safety incident not involving any illegal activity
5. Flow chart for managing an e-safety incident involving illegal activity
6. Advice for children on Cyber bullying
7. Advice for parents on Cyber bullying
8. KS1-2 Internet tips
9. E-safety questionnaires
10. Student Laptop home use agreement
11. Student MP3 use agreement
12. Glossary of cyber security terminology
13. Form for staff to apply to have a website unblocked by the school's filtering

Appendix 1 - Clarity Independent School Pupil Acceptable Use of ICT Agreement / E-Safety Rules

- I will only use ICT in school for school purposes and during lessons I will only use ICT for the intended purpose.
- I will only use my class e-mail address or my own school e-mail address when e-mailing.
- I will only open e-mail attachments from people I know, or who my teacher has approved.
- I will not tell other people my ICT passwords.
- I will only open/delete my own files.
- I will not bring software, CDs or ICT equipment into school without permission.
- I will only use the laptop and / or Internet after being given permission from a teacher and for the purpose given.
- I will make sure that all ICT contact with other children and adults, both in and out of school, is responsible, polite and sensible.
- I will not deliberately look for, save or send anything that could be upsetting or not allowed at school. If I accidentally find anything like this, I will close the screen and tell a teacher immediately if in school, or get help from an adult if at home.
- I will not give out my own details such as my name, phone number or home address.
- I will not use technology in school time to arrange to meet someone unless this is part of a school project approved by a teacher and a responsible adult comes with me.
- I will be responsible for my behaviour when using ICT and sign out when requested to do so, because I know that these rules are to keep me safe.
- I know that the school may check my use of ICT and monitor the Internet sites I have visited, and that my parent/carer will be contacted if a member of school staff is concerned about my e-Safety.

I (name) agree to follow this policy and understand that non-adherence to the above means that I will experience consequences, such as not being trusted to use ICT independently and losing my computer privileges.

Signed:

Date:

Name:

Appendix 2: To be agreed with parent upon child's admission to the school

Clarity Independent School
Bridge Farm Barn
Woodhill Road
Sandon
CM2 7SG

DATE

Dear Parents/Carers,

ICT, including the internet, e-mail and mobile technologies, has become an important part of learning in schools. We expect all children to be safe and responsible when using any ICT.

Please read and discuss with your child the E-Safety rules overleaf and return this sheet signed by both you and your child. If you have any concerns or would like some explanation, please contact your child's class teacher.

This Acceptable Use of ICT Agreement is a summary of our E-Safety and Acceptable Use of ICT Policy, which is available in full on our website or is available as a hard copy in our Office/Reception.

Yours sincerely,

Debbie Hanson, Head Teacher

Pupil: I have read, understood and agreed with the Rules for Acceptable use of ICT.

Signed (child) Date.....

Parent's/Carer's Consent for Internet Access

I have read and understood the school rules for Acceptable Use of ICT and give permission for my son / daughter to access the Internet in school. I understand that the school will take all reasonable precautions to ensure pupils cannot access inappropriate materials. I understand that the school cannot be held responsible for the nature or content of materials accessed through the Internet.

I agree that should my son/daughter need to access the internet at home or anywhere else, that I will take all reasonable precautions to ensure he/she cannot access inappropriate materials and that he/she will use the computer in an appropriate manner.

Signed..... (parent/carer) Date.....

Name:..... (parent/carer)

Appendix 3 - Clarity Independent School Staff and Visitor Acceptable Use of ICT Agreement / Code of Conduct

ICT and the related technologies such as email, the internet and mobile devices are an expected part of our daily working life in school. This policy is designed to ensure that all staff are aware of their professional responsibilities when using any form of ICT. All staff are expected to sign this policy and adhere at all times to its contents. Any concerns or clarification should be discussed with Debbie Hanson, Head Teacher or a member of the Child Protection / Safeguarding team.

- I will only use school's email /Internet /Intranet /Learning Platform /any related technologies for professional purposes or for uses deemed 'reasonable' by the Head Teacher.
- I will comply with the ICT system security and not disclose or change any passwords provided to me by the school or other related authorities.
- I will ensure that all electronic communications with pupils and staff are compatible with my professional role.
- I will not give out my own personal details, such as mobile phone number and personal email address, to parents or pupils.
- I will only use the approved, secure email system(s) for any school business.
- I will ensure that personal data (such as data held on school records) is kept secure and is used appropriately, whether in school, taken off the school premises or accessed remotely. Personal data can only be taken out of school or accessed remotely when authorised by the Head Teacher.
- I will not use or install any hardware (including USB sticks) or software without permission from the e-safety co-ordinators.
- I will not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.
- Regarding use of YouTube in school and lessons, I agree to:
 - Always use videos uploaded or recommended by recognised education providers
 - Watch the video no more than 24 hours before using it, or that morning if possible, to check the content is still appropriate
 - Set the video up on my laptop, paused and ready to play without the strip of related videos / adverts on the right-hand side, before connecting to the classroom whiteboard
 - Be prepared to mute and disconnect from the whiteboard quickly, if necessary
 - Pause the video a few seconds before the end to ensure no ads pop up for different recommended videos which may not be appropriate
 - Never let the pupils access You Tube directly on their or another person's laptop
 - Remember, it is the staff members' responsibility to ensure suitability, in keeping with the school's ethos and appropriateness re certificate age etc.
- Images of pupils and/ or staff will only be taken, stored and used for professional purposes in line with school policy and with written consent of the parent, carer or staff

member. Images will not be distributed outside the school network without the permission of the parent/ carer, member of staff or Head Teacher.

- I understand that all my use of the Internet and other related technologies can be monitored and logged and can be made available, on request by the Head Teacher.
- I will respect copyright and intellectual property rights.
- I will ensure that my online activity, both in school and outside school, will not bring my professional role into disrepute.
- I will support and promote the school's e-Safety policy and help pupils to be safe and responsible in their use of ICT and related technologies.
- I will ensure that only children whose parents have given permission for them to use the Internet and ICT are enabled to do so at school.

User Signature

I agree to follow this code of conduct and to support the safe use of ICT throughout the school.

Signature

Date

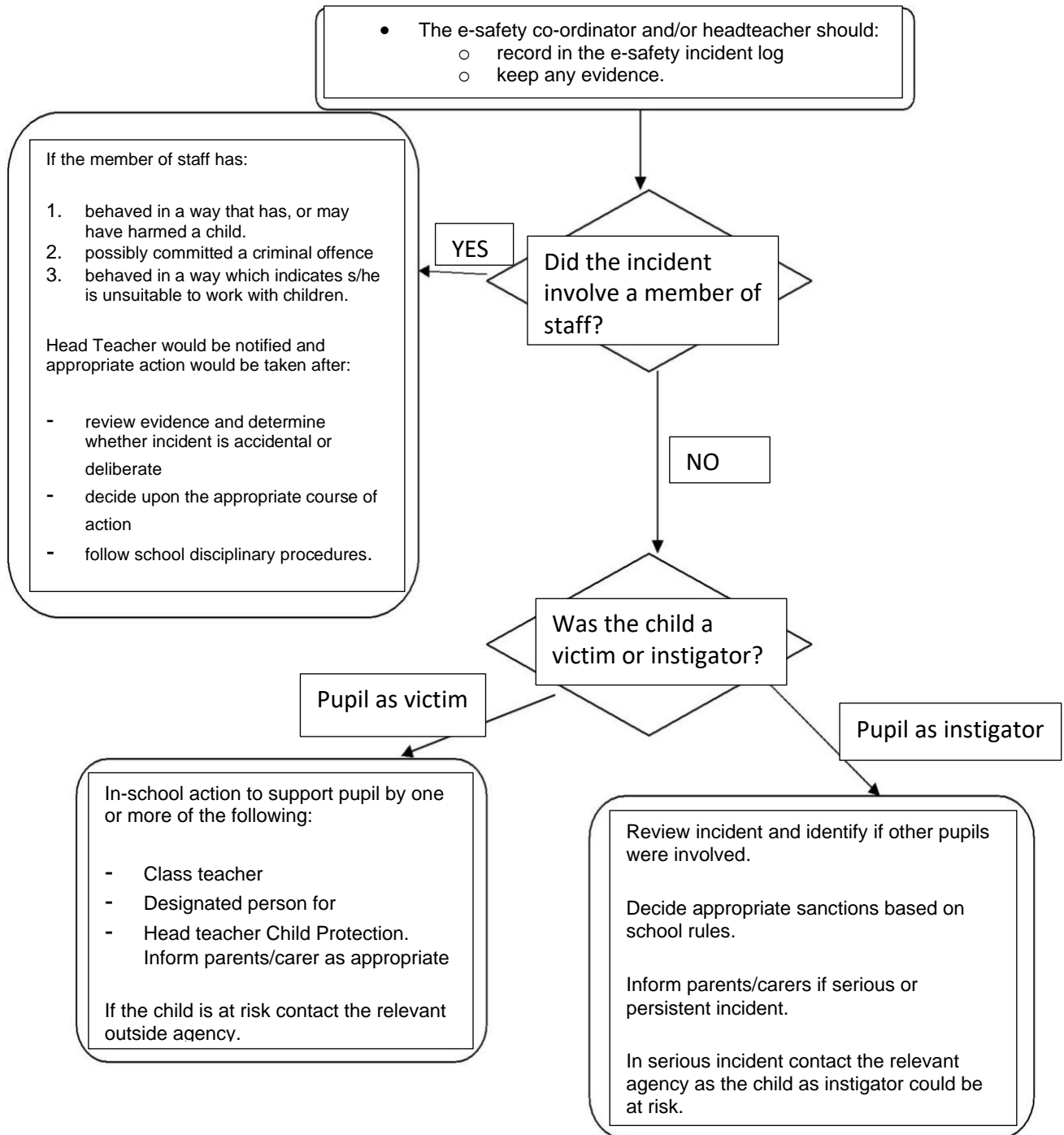
Full Name (printed)

Job title:

Appendix 4 - Flowchart for Managing an e-Safety incident not involving any illegal activity, and E-Safety Incident Log

Incidents not involving any illegal activity, such as:

- using another person's user name and password
- accessing websites which are against school policy
- using a mobile phone to take video during a lesson
- using the technology to upset or bully (in extreme cases this could be illegal)



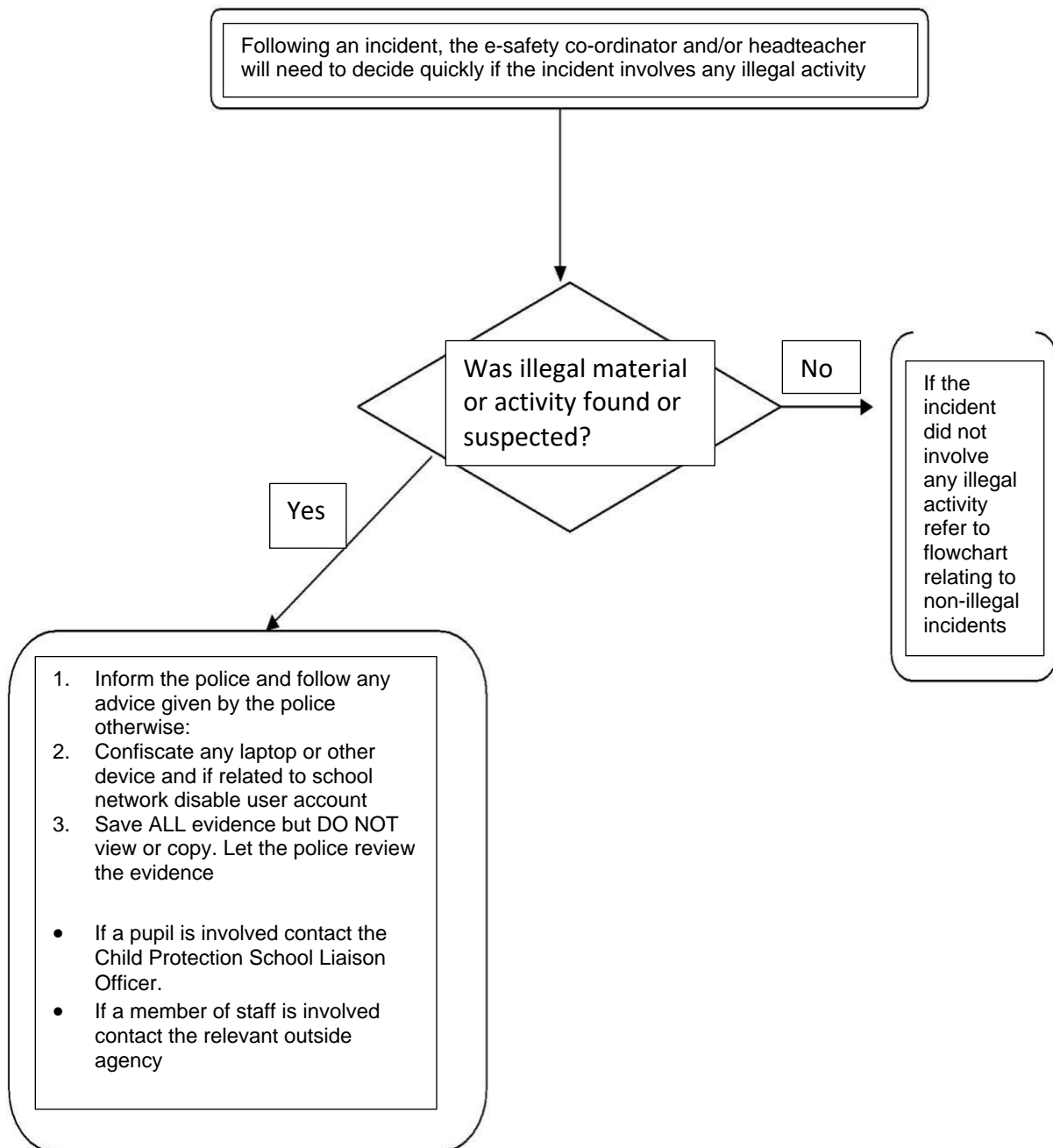
E-Safety Incident Log

A	B	C	D	E	F	G
<u>E Safety Incident Log</u>						
					<u>Is there a need to inform parents/relevant agency? If yes record when and by whom.</u>	
<u>Date</u>	<u>Incident</u>	<u>Action taken and by whom?</u>	<u>Logged as a concern on CPOMS</u>	<u>Reported to</u>	<u>Conclusion</u>	

Appendix 5 - Flowchart for Managing an e-safety incident involving illegal activity

Illegal means something against the law, such as:

- downloading child pornography
- passing onto others, images or video containing child pornography
- inciting racial or religious hatred
- promoting illegal acts



Appendix 6: Advice for Children on Cyber-bullying

If you're being bullied by phone or the Internet:

- Remember, bullying is never your fault. It can be stopped, and it can usually be traced
- Don't ignore the bullying. Tell someone you trust, such as a teacher or parent or call an advice line.
- Try to keep calm. If you are frightened, try to show it as little as possible. Don't get angry, it will only make the person bullying you more likely to continue.
- Don't give out your personal details online - if you're in a chatroom, watch what you say about where you live, the school you go to, your email address etc. All these things can help someone who wants to harm you build up a picture about you.
- Keep and save any bullying emails, text messages or images. Then you can show them to a parent or teacher as evidence.
- If you can, make a note of the time and date bullying messages or images were sent, and note any details about the sender.

There's plenty of online advice on how to react to cyberbullying. For example, www.kidscape.org and www.wiredsafety.org have some useful tips:

Text/video messaging

You can easily stop receiving text messages for a while by turning off incoming messages for a couple of days. This might stop the person texting you by making them believe you've changed your phone number. To find out how to do this, visit www.wiredsafety.org.

- If the bullying persists, you can change your phone number. Ask your mobile service provider.
- Don't reply to abusive or worrying text or video messages. Your mobile service provider will have a number for you to ring or text to report phone bullying. Visit their website for details.
- Don't delete messages from cyberbullies. You don't have to read them, but you should keep them as evidence.

Text harassment is a crime. If the calls are simply annoying, tell a teacher, parent or carer. If they are threatening or malicious and they persist, report them to the police, taking with you all the messages you've received.

Phone calls

If you get an abusive or silent phone call, don't hang up immediately. Instead, put the phone down and walk away for a few minutes. Then hang up or turn your phone off. Once they realise they can't get you rattled, callers usually get bored and stop bothering you.

- Don't give out personal details such as your phone number to just anyone. And never leave your phone lying around. When you answer your phone, just say 'hello', not your name. If they ask you to confirm your phone number, ask what number they meant to call, and then tell them if they've got the right number or not.
- You can use your voicemail to vet your calls. A lot of mobiles display the caller's number. See if you recognise it. If you don't, let it divert to voicemail instead of answering it.



- And do not leave your name on your voicemail greeting. You could get an adult to record your greeting. Their voice might stop the caller ringing again. Almost all calls nowadays can be traced.
- If the problem continues, think about changing your phone number.
- If you receive calls that scare or trouble you, make a note of the times and dates and report them to the police. If your mobile can record calls, take the recording too.

Emails

- Never reply to unpleasant or unwanted emails — the sender wants a response, so don't give them that satisfaction.
- Keep the emails as evidence. And tell an adult about them.
- Ask an adult to contact the sender's Internet Service Provider (ISP) by writing abuse@ and then the host, e.g. abuse@hotmail.com
- Never reply to someone you don't know, even if there's an option to 'unsubscribe'. Replying simply confirms your email address as a real one.

Web bullying

If the bullying is on a website (e.g. Bebo) tell a teacher or parent, just as you would if the bullying was face-to-face – even if you don't actually know the bully's identity. Serious bullying should be reported to the police - for example threats of a physical or sexual nature. Your parent or teacher will help you do this.

Chat rooms and instant messaging

- Never give out your name, address, phone number, school name or password online
- It's a good idea to use a nickname. And don't give out photos of yourself.
- Don't accept emails or open files from people you don't know. Remember it might not just be people your own age in a chatroom.
- Stick to public areas in chat rooms and get out if you feel uncomfortable.
- Tell your parents or carers if you feel uncomfortable or worried about anything that happens in a chat room.
- Think carefully about what you write; don't leave yourself open to bullying.
- Don't ever give out passwords to your mobile or email account.

Four steps to stay out of harm's way

1. Respect other people - online and off. Don't spread rumours about people or share their secrets or personal information, including their phone numbers, photos or passwords.
2. If someone insults you online or by phone, stay calm – and ignore them.
3. Think how you would feel if you were bullied. You're responsible for your own behaviour – make sure you don't distress other people or cause them to be bullied by someone else.
4. If someone sends you something that you know is not appropriate or could potentially be upsetting, DO NOT share this but DO tell a trusted adult so that they can help you to remove it from your device.



Appendix 7 - Anti-Bullying & Cyber bullying questionnaire

Pupil Voice Questionnaire – Online Safety

Please note, your answers will be kept anonymous
(unless you choose to share your initials at the end of this form).

Question	Record your response here
1. E-safety Learning in School	
<p>How confident are you that you know how to be safe online? Name 3 important things that you learnt:</p> <p>1.</p> <p>2.</p> <p>3.</p>	<p>☹ 1 2 3 4 5 ☺ (please circle your answer)</p>
<p>How confident do you feel that you would be able to recognise if an online relationship was unhealthy? What signs would you see in an unhealthy online friendship?</p> <p>1.</p> <p>2.</p> <p>3.</p>	<p>☹ 1 2 3 4 5 ☺</p>
<p>In what ways might someone be tricked or “groomed” online?</p> <p>1.</p> <p>2.</p> <p>3.</p>	
<p>Is there anything else you would like to know about, to help you understand how to stay safe online?</p> <p>.....</p>	
2. Your Online and media experiences	
<p>How confident are you that you know to make sure you are not being tricked, exploited or “groomed” online?</p> <p>Who could you tell if someone was trying to do this to you?</p> <p>.....</p> <p>.....</p>	<p>☹ 1 2 3 4 5 ☺</p>
<p>How confident would you be to discuss any concerns you have about your safety online with an adult?</p>	<p>☹ 1 2 3 4 5 ☺</p>



Who could you talk to if you were worried about something that you had seen or heard online?	
3. Feeling safe	
How safe do you feel online?	☹ 1 2 3 4 5 ☺
Are there any apps, games or websites that make you feel unsafe? If so, what are they?	
What is about the apps, games or websites above that make you feel unsafe?	
What does 'Cyber bullying mean?	
If you felt that you were being bullied by someone in our school, what would you do?	
If you felt that you were being bullied by someone not in our school, what would you do?	
How confident are you that you would feel able to tell someone that you didn't like the way they treated you?	☹ 1 2 3 4 5 ☺
Who could you talk to if you felt unsafe?	
Is there anything else you would like to learn about how to help you feel safe? If so, what would you like to learn about?	
4. Your experience	
Have you ever had an online "friend" who seemed to be nice and genuine but then became unpleasant or turned out to "fake"?	Yes/No (please circle one)

Has anyone ever asked you to do something online that you didn't want to do or made you feel uncomfortable?	Yes/No (please circle one)		
Have you ever sent a message that you wished you'd never sent?	Yes/No (please circle one)		
Has anyone sent you something you wished they'd never sent?	Yes/No (please circle one)		
If yes, what kind of message was it? (Tick any that apply)	Photo Video Threatening message Rude joke Sexual comment		
If you answered yes to any of the above, please answer the next few questions (if not, skip to the end).			
Did you tell anyone?	Yes/No	If yes, who did you tell?
What did you do about this experience?			



After completing this questionnaire, do you want to speak to someone about anything you have thought about?

Yes No

If you would like to speak to someone about this questionnaire, please add your initials here:

Who would you like to speak to about this?

Mrs Ailara		My teacher	
Mrs Hanson		Sue	
Mr Clow		Someone else	

REMEMBER

You can always talk to any member of staff in school about any worries or concerns you have, no matter how private they may seem. If you share your worries, you will feel much better about it, we can solve problems better when we work together.

Mrs Ailara is our school safeguarding lead, and Mrs Hanson and Mr Clow help her with this, which means that they are also available to listen to your worries or concerns and can access extra help from services outside school to support you with anything else needed to keep you safe.

Please give this questionnaire to your teacher and they will give it to Mrs Ailara. Thank you! 😊

Appendix 8: Advice for Parents – Online Safety

At National Online Safety we believe in empowering parents, carers and trusted adults with the information they need to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one issue of many which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

ONLINE CONTENT

10 tips to keep your children safe online

The internet has transformed the ability to access content. Many apps that children use are dependent on user-generated content which can encourage freedom of expression, imagination and creativity. However, due to the sheer volume uploaded every day, it can be difficult for platforms to regulate and moderate everything, which means that disturbing or distressing images, videos or audio clips can slip through the net. That's why we've created this guide to provide parents and carers with some useful tips on keeping children safe online.



1 MONITOR VIEWING HABITS

Whilst most apps have moderation tools, inappropriate content can still slip through the net.



2 CHECK ONLINE CONTENT

Understand what's being shared or what seems to be 'trending' at the moment.



3 CHECK AGE-RATINGS

Make sure they are old enough to use the app and meet the recommended age-limit.



4 CHANGE PRIVACY SETTINGS

Make accounts private and set content filters and parental controls where possible.



5 SPEND TIME ON THE APP

Get used to how apps work, what content is available and what your child likes to watch.



6 LET CHILDREN KNOW YOU'RE THERE

Ensure they know that there is support and advice available to them if they need it.



7 ENCOURAGE CRITICAL THINKING

Talk about what people might post online and why some posts could cause distress.



8 LEARN HOW TO REPORT & BLOCK

Always make sure that children know how to use the reporting tools on social media apps.



9 KEEP AN OPEN DIALOGUE

If a child sees distressing material online; listen to their concerns, empathise and offer reassurance.



10 SEEK FURTHER SUPPORT

If a child has been affected by something they've seen online, seek support from your school's safeguarding lead.



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Appendix 9: Advice for Parents on How to Start E-Safety Conversations with their Child

At National Online Safety we believe in empowering parents, carers and trusted adults with the information they need to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one issue of many which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.



National Online Safety

7 questions to help you start a conversation with your child about online safety

#WakeUpWednesday
Publish date: 07/11/18

1 Which apps/games are you using at the moment?



THIS WILL GIVE YOU A GOOD OVERVIEW OF THE TYPES OF THINGS YOUR CHILDREN ARE DOING ON THEIR DEVICES, ALONG WITH THEIR INTERESTS. REMEMBER THAT THEY MIGHT NOT TELL YOU EVERYTHING THEY ARE USING, SO IT IS A GOOD IDEA TO ASK THEM TO SHOW YOU THEIR DEVICE, BECAUSE NEW APPS AND GAMES ARE RELEASED REGULARLY, IT IS IMPORTANT TO HAVE THIS CONVERSATION OFTEN TO ENSURE YOU ARE UP TO DATE WITH WHAT THEY ARE DOING.

2 Which websites do you enjoy using and why?



AS IN THE TIP ABOVE, ASKING THIS QUESTION WILL ALLOW YOU TO FIND OUT WHAT YOUR CHILD IS DOING ONLINE, AND ENCOURAGE POSITIVE CONVERSATIONS ABOUT THEIR ONLINE ACTIVITY. ASK THEM HOW THEY USE THE WEBSITES, AND TAKE AN INTEREST IN HOW THEY CAN USE THEM IN A POSITIVE WAY, ALSO ASKING THEM TO SHOW YOU IF POSSIBLE.

3 How does this game/app work? Can I play?



SHOW A GENUINE INTEREST IN WHAT THEY ARE DOING. WHILST YOU ARE PLAYING A GAME OR USING AN APP WITH THEM, IT MIGHT HIGHLIGHT SOMETHING THAT THEY DON'T NECESSARILY THINK IS A DANGER TO THEM. IF THEY ACT LIKE THEY DON'T WANT TO SHARE THEIR ACTIVITIES WITH YOU, QUESTION WHY.

4 Do you have any online friends?



CHILDREN CAN FORM POSITIVE RELATIONSHIPS WITH PEOPLE ONLINE, AND THIS HAS BECOME MORE COMMON THANKS TO ONLINE MULTI-PLAYER OPTIONS, BUT THEY MAY NOT FULLY UNDERSTAND THE DIFFERENCE BETWEEN A FRIEND AND A STRANGER. YOU COULD MAKE THE QUESTION MORE SPECIFIC TO YOUR CHILD, FOR EXAMPLE, "HAVE YOU MET ANYONE ONLINE THAT YOU WOULD LIKE TO PLAY GAMES WITH?" THEY MAY NOT WANT TO SHARE THIS INFORMATION WITH YOU, SO ENSURE YOU TEACH THEM ABOUT HEALTHY RELATIONSHIPS.

5 Do you know where to go for help?



ALTHOUGH YOU MAY BE THE ADULT THEY TRUST THE MOST, SOME CHILDREN STRUGGLE TO TALK ABOUT WHAT HAPPENS ONLINE DUE TO CONFUSION OR EMBARRASSMENT. BECAUSE OF THIS THEY MAY STRUGGLE TO APPROACH THE NORMAL PEOPLE WHO WOULD HELP, SUCH AS YOURSELF OR A TEACHER. HAVE A CHAT TO YOUR CHILD ABOUT EXACTLY WHERE THEY CAN GO FOR HELP, AND HOW THEY CAN REPORT ANY ACTIVITY THAT THEY BELIEVE IS INAPPROPRIATE ONLINE.

6 Do you know what your personal information is?



YOUR CHILD MAY ALREADY KNOW WHAT THEIR PERSONAL INFORMATION IS BUT THEY MIGHT NOT THINK ABOUT HOW IT CAN BE SHARED. HAVE A CONVERSATION ABOUT WHAT PERSONAL INFORMATION IS AND HOW THIS CAN AFFECT THEM IF IT IS SHARED BEYOND THE INTENDED RECIPIENT. IT IS IMPORTANT THAT YOUR CHILD UNDERSTANDS THE DANGERS OF SHARING CONTACT DETAILS OR PHOTOS, AS INFORMATION SUCH AS THIS CAN SPREAD QUICKLY ONLINE.

7 Do you know your limits?



CHILDREN MAY NOT UNDERSTAND THE NEGATIVE IMPACTS OF DEVICE OR GAME ADDICTION. TALK TO THEM OPENLY ABOUT HEALTHY HABITS AND ASK WHETHER OR NOT THEM SPENDING TIME ONLINE OR PLAYING A GAME IS AFFECTING THEIR SLEEP, PERFORMANCE AT SCHOOL OR IF THEY ARE GENERALLY LOSING INTEREST IN OTHER ACTIVITIES. YOU MAY LEAD ON TO ENCOURAGING ALTERNATIVE ACTIVITIES AND DISCUSSING THE INTRODUCTION OF TIME LIMITS WHEN AT HOME.

www.nationalonlinesafety.com
Twitter - @natonlinesafety
Facebook - /NationalOnlineSafety

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Appendix 10: Student Laptop Home-Use Agreement

The purpose of this form is to make sure your son or daughter gets the most from their laptop computer and printer (where applicable) from here on known as 'device' / 'equipment'. Please read the notes below, sign at the bottom to give your consent and return the form to school.

The School's E-learning Home-Use Scheme is open to all students on roll at Clarity Independent School. Parents may decide whether to opt into the scheme for their child or not on the basis of the conditions below.

- ❖ The provision of a device for a student is given on the understanding that the device is used with supervision and for educational purposes.
- ❖ The student must bring the device back into School following lockdown.
- ❖ The device remains the property of Clarity Independent School at all times.
- ❖ The School may charge parents for all or part of the costs of deliberate damage to, careless breakage or loss of the device provided to the student (please see the School's "Charging & Remission Policy").

We (parent and pupil) understand that:

- The equipment remains the property of the school.
- (I will bring my laptop to School fully charged every day, unless I have been told not to.)
- I am responsible for the equipment including all its components. I will not leave it unattended; I will protect it from possible damage; I will not loan it to others; I will only carry the laptop around in its special laptop case, whether or not this is inside another school bag; I will not decorate / customise the equipment or case.
- I will make sure the computer is not used for any illegal and/or anti-social purpose, including access to inappropriate internet sites and chat rooms.
- If the equipment is lost or stolen outside School, the School must be notified immediately. The police must be informed and a crime reference number obtained to give to the school's Network Manager.
- If I no longer wish to use the equipment, I will notify and return it to the school in a timely manner, which has, in advance, been agreed with the school, so that another student can benefit.
- Wilful / careless misuse of part / whole of the equipment may result in it being recalled by the school.
- I will report any damage or faults promptly. The School may charge parents for all or part of the costs of deliberate damage to, careless breakage or loss of the device(s) provided to the student (please see the School's "Charging & Remission Policy").

Laptop value: _____ £350 _____

Printer value if applicable: _____ £100 _____

I (parent) confirm that I have read and understood the items above and discussed this with my son/daughter. I confirm that I will supervise my son / daughter at all times when using the internet and computer to reduce the risk of exposure to inappropriate material.

Parent /carer name: _____
(print name and surname in full)

Student's name: _____
(print name and surname in full)

Parent/carers signature: _____

Student signature: _____

Date: _____

Date: _____

Appendix 11: Student MP3 Use Agreement

The purpose of this form is to make sure your son or daughter uses the school MP3 player as per our school aims and where applicable, from here on known as 'device' / 'equipment'. Please read the notes below, sign at the bottom to give your consent and return the form to school. The device is provided as part of their learning agreement and may be used as a distraction / regulation aid with teachers' consent.

The School's E-learning Home-Use Scheme is open to all students who are registered on the roll of Clarity Independent School. Parents may decide whether to opt into the scheme for their child or not on the basis of the conditions below.

- ❖ The provision of a device for a student is given on the understanding that the device is used with supervision and for educational or wellbeing purposes.
- ❖ The student must bring the device back into school following the upload of music/audio books and give back to the teacher to store the device in accordance with school policy on the premises.
- ❖ The device remains the property of Clarity Independent School at all times and will be kept securely locked in school until such times as it is required for use or for new material to be loaded onto it.
- ❖ The device is to be used in school and is not to be taken home apart from under agreement with the teacher and with the sole purpose of downloading music on it, as agreed by senior leadership team.
- ❖ The School may charge parents for all or part of the costs of deliberate damage to, careless breakage or loss of the device provided to the student (please see the School's "Charging & Remission Policy").

We (parent and pupil) understand that:

- The equipment remains the property of the school.
 - I will bring the MP3 to school fully charged after I have loaded content onto it and agree to store the device at school under the direction of my teacher in their locked metal classroom cabinet. I understand I can only use the device with the expressed permission of my teacher.

 - I am responsible for bringing the equipment back to school once music has been uploaded on it, including all of its components. I will not leave it unattended; I will protect it from possible damage; I will not loan it to others; I will only carry the MP3 player in its protective case, whether or not this is inside another school bag; I will not decorate / customise the equipment or its case.

 - I will make sure content loaded onto the device isn't used for illegal and/or anti-social purpose and that the content loaded onto the device does not contain inappropriate language or themes expressed by the artists.

 - If the equipment is lost or stolen outside School, the School must be notified immediately. The police must be informed and a crime reference number obtained to give to the school's Network Manager.

 - Wilful / careless misuse of part / whole of the equipment may result in it being recalled by the school.
 - I will report any damage or faults promptly. The School may charge parents for all or part of the costs of deliberate damage to, careless breakage or loss of the device(s) provided to the student (please see the School's "Charging & Remission Policy").
- MP3 value: £27.99

I (parent) confirm that I have read and understood the items above and discussed this with my son/daughter. I confirm that I will supervise my son / daughter if using the MP3 player at home to reduce the risk of exposure to inappropriate material.

Parent /carer name: _____ (print name and surname in full)

Parent/carer signature: _____ Date: _____

Student's name: _____ (print name and surname in full)

Student signature: _____ Date: _____

Appendix 12: Glossary of cyber security terminology

These key terms will help you to understand the common forms of cyber attack and the measures the school will put in place. They are from the National Cyber Security Centre (NCSC) [glossary](#).

TERM	DEFINITION
Antivirus	Software designed to detect, stop and remove malicious software and viruses.
Breach	When your data, systems or networks are accessed or changed in a non-authorized way.
Cloud	Where you can store and access your resources (including data and software) via the internet, instead of locally on physical devices.
Cyber attack	An attempt to access, damage or disrupt your computer systems, networks or devices maliciously.
Cyber incident	Where the security of your system or service has been breached.
Cyber security	The protection of your devices, services and networks (and the information they contain) from theft or damage.
Download attack	Where malicious software or a virus is downloaded unintentionally onto a device without the user's knowledge or consent.
Firewall	Hardware or software that uses a defined rule set to constrain network traffic – this is to prevent unauthorised access to or from a network.
Hacker	Someone with some computer skills who uses them to break into computers, systems and networks.
Malware	Malicious software. This includes viruses, trojans or any code or content that can adversely impact individuals or organisations.
Patching	Updating firmware or software to improve security and/or enhance functionality.
Pentest	Short for penetration test. This is an authorised test of a computer network or system to look for security weaknesses.
Pharming	An attack on your computer network that means users are redirected to a wrong or illegitimate website even if they type in the right website address.



TERM	DEFINITION
Phishing	Untargeted, mass emails sent to many people asking for sensitive information (such as bank details) or encouraging them to visit a fake website.
Quishing	A fake QR code diverting you to a fake website or some other fraudulent link. Information about quishing can be found here: https://www.saga.co.uk/saga-money-news/car-parking-scams .
Ransomware	Malicious software that stops you from using your data or systems until you make a payment.
Social engineering	Manipulating people into giving information or carrying out specific actions that an attacker can use.
Smishing	A text message (SMS) to encouraging you to click on a link with the aim of collecting your details or transferring you to a fake website.
Spear-phishing	A more targeted form of phishing where an email is designed to look like it's from a person the recipient knows and/or trusts.
Trojan	A type of malware/virus designed to look like legitimate software that can be used to hack a victim's computer.
Two-factor/multi-factor authentication	Using 2 or more different components to verify a user's identity.
Virus	Programmes designed to self-replicate and infect legitimate software programs or systems.
Virtual private network (VPN)	An encrypted network which allows remote users to connect securely.
Vishing	An unsolicited telephone call to collect your details or defraud you.
Whaling	Highly- targeted phishing attacks (where emails are made to look legitimate) aimed at senior people in an organisation.

Appendix 13: Staff request form to unblock a specific website(s)

Staff Name:

Website title and URL/Link:

Reason why you want the website unblocked:

Can we re-block this site after a specific date? Y/N

If yes, date site can be re-blocked:

Signed:

Date: