



Province of the  
**EASTERN CAPE**  
COOPERATIVE GOVERNANCE  
& TRADITIONAL AFFAIRS

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## **INTERNET AND EMAIL USE POLICY**

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<b>Document Name</b>	<b>Internet and Email Use Policy</b>
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<b>Related Policies</b>	<b>ICT Acceptable Use Policy</b>


**SIGN OFF**

**Head of Department**

This Policy has been recommended by Mr. AA Fani in my capacity as Head of Department of Department Cooperative Governance and Traditional Affairs.

I am satisfied and concur with the contents of this Policy.


The development of the policy on Internet and Email Use will ensure the department is able to exercise its powers in compliance with the law and guide decision making in the department.

<b>Signed</b>	
<b>Designation</b>	Mr. A.A Fani, Head of Department: Cooperative Governance and Traditional Affairs
<b>Date</b>	13/09/2022

**Executive Authority**

The Department of Cooperative Governance and Traditional Affairs has an unprecedented opportunity to improve the livelihoods of the people by effectively rendering the many services that it is expected to provide. We have envisaged a Department that has the required capacity to respond adequately to challenges of its people.

I therefore trust that guidance from this Internet and Email Use Policy will contribute to the effective utilization of the policy by the staff of the department.

<b>Signed</b>	
<b>Designation</b>	MEC: Honourable Z Williams of Cooperative Governance and Traditional Affairs
<b>Date</b>	19/09/2022

# INTERNET AND EMAIL USE POLICY

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## 1. PREAMBLE

The Department of Cooperative Governance and Traditional Affairs recognises that use of Electronic Mail and Internet has grown considerably in recent years, the Internet is one of the most popular sources of information whilst ease of use and speed has made email the most common form of communication between people. When used correctly, the internet and email provide an efficient way of sharing information. Correspondingly, incorrect or improper use will have the opposite result.

All users must be able to legally access, share information, run, develop applications and services as per the mandate of the department.

## 2. PURPOSE OF POLICY

- I. To give guidance, as to what is deemed acceptable or non-acceptable use of the Internet and email systems in the Department.
- II. To set out guidelines for acceptable use of the computer network, including internet and email by employees of Cooperative Governance and Traditional Affairs.
- III. To assist staff in carrying out the duties of their employment.

## 3. DEFINITIONS

Terminology	Definition
the Department	Eastern Cape Department of Cooperative Governance and Traditional Affairs
DGITO	Departmental Government Information Technology Office
E-mail	Electronic mail
Electronic mail	A system of sending and receiving messages electronically over a computer network
Internet	Is a global computer network providing a variety of information and communication facilities
ICT	Information Communication Technology
Monitoring	Screening of network traffic

**4. APPLICATION AND SCOPE**

This policy is regarded as crucial in creating awareness to all computer users to understand what they can and can't do on their allocated departmental ICT resources (e.g. laptops, desktops, tablets and cell phones).

This policy is applicable to the following employees of the department of Cooperative Governance and Traditional Affairs: -

- (a) Those employees who are employed in terms of the Public Service Act, 1994,
- (b) Those employees who are employed in terms of the Ministerial Handbook,
- (c) Those who are deemed Public Office Bearers and
- (d) any person employed by the department in a temporary or contractual capacity

**5. LEGISLATIVE FRAMEWORK**

- I. Constitution of the Republic of South Africa, 1996
- II. Computers' Misuse Act 1990
- III. Promotion of Access to Information Act, Act No. 2 of 2000 (PAIA)
- IV. Promotion of Administrative Justice Act, Act No. 3 of 2000 (PAJA)
- V. Protection of Personal Information Act, Act No. 4 of 2013 (POPI)
- VI. Minimum Information Security Standards (MISS)
- VII. Electronic Communications and Transactions Act, Act No. 25 of 2002
- VIII. Public Service Act (Act no 103 of 1994)
- IX. National Integrated ICT Policy White Paper of 2016
- X. National Cybersecurity Policy Framework of 2012
- XI. Regulation of Interception of Communications Act, Act No. 70 of 2002
- XII. Public Service Regulations of 2016

## 6. CONSULTATION PROCESS WITH STAKEHOLDERS

The Departmental Senior Management Service members have been consulted for inputs during the review of this policy.

## 7. POLICY PRINCIPLES INHERENT IN THE ICT ACCEPTABLE USE POLICY

### I. TRANSPARENCY

This policy will be made available to all categories of employees within the Department.

### II. PARTICIPATION

All relevant stakeholders will be required to adhere to the content of this policy.

### III. ACCOUNTABILITY

- Everyone who has been entrusted with use of Departmental ICT asset or resource will be required to account for non-adherence to the provisions of this policy.
- All lawful and legal Internet traffic must be treated equally, without discrimination, restriction or interference, regardless of the sender, receiver, content, device, service, or application.

## 8. POLICY STATEMENT

The Department of Cooperative Governance and Traditional Affairs is committed to ensure that employees are provided with the necessary resources needed to fulfil work responsibilities in line with the strategic and operational objective of the Department. Employees are therefore charged with the responsibility of ensuring that resources entrusted to them, such as Internet and email, are used responsibly.

**9. POLICY CONTENT**

**9.1.MONITORING USAGE**

The Department reserves the right to monitor Internet use, access to email and other material on its computer systems from time to time for various reasonable and necessary purposes including those below:

- I. Checking compliance with all Departmental regulations and policies;
- II. Investigating or detecting unauthorized use;
- III. Checking for viruses or other threats to the performance of the system;
- IV. Investigating abnormal system behaviour;
- V. Resolving a user problem;

Monitoring will be kept to a reasonable minimum and every care will be taken to comply with all applicable data protection and privacy legislation in respect of the confidentiality of any material that is monitored.

Any investigation other than day-to-day monitoring requires the written authority of the Head of Department or his/her nominee in order to take place. The person who grants the authority should be satisfied there are reasonable grounds for this request.

**9.2.ACCEPTABLE USAGE**

The employees are encouraged to use their allocated ICT resources for legitimate work-related purposes in order to responsibly perform departmental business. The acceptable use of allocated ICT resources such as phones, tablets, laptops, and other electronic devices that furthers the professional goals of the department is permissible.

The employees must open attachments carefully and be aware of who is sending them. If in doubt, they must contact DGITO office via the helpdesk lines (040) 940 7242/7243 to receive guidance in steps to be taken.



**9.3.PERSONAL USE**

**9.3.1. Limited personal use**

Personal use of internet and email is permitted to the extent that:

- I. Is infrequent and brief
- II. Does not interfere with the duties of the employee or his/her colleagues
- III. Does not interfere with the operation of the Department
- IV. Does not compromise the security of the Departmental systems
- V. Does not impact on the Department's electronic storage capacity
- VI. Does not decrease the Department's network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
- VII. Does not incur any additional expense for the Department
- VIII. Does not violate any laws
- IX. Does not compromise any confidentiality requirements of the Department
- X. Does not disparage the department, supervisors, or co-workers, but must promote the department in a professional manner

**Examples of what would be considered reasonable personal use are:**

- I. Conducting a brief online bank transaction
- II. Paying a bill
- III. Sending a brief personal email, similar to making a brief personal phone call; list is not exhaustive.

### 9.3.2. Permitted extended personal use

It is recognised that there may be times when staff need to use the internet or email for extended personal use. An example of this could be when a staff member needs to use the internet to access a considerable amount of materials related to studies they are undertaking. In these situations it is expected that:

- I. The staff member advise and negotiate this use with the Manager
- II. The time spent on the internet replaces all or part of a staff member's break/s for that day.
- III. It is not expected that staff need to advise or negotiate with the Manager for personal use that would be reasonably considered to be of a limited nature.

### 9.3.3. Use of internet and Email over weekends and public holidays

- I. The rules for Limited personal use (9.3.1) and Permitted extended personal use (9.3.2) apply.
- II. The employee must also comply with Security Management and Anticorruption rule for entering departmental premises over weekends and public holidays.
- III. The above do not apply to employees accessing departmental email and the internet via mobile broadband.

## 9.4. INTERNET USE

The Internet must not be used inappropriately. The following is an illustrative list of inappropriate use, but it is not intended to be exhaustive.

The Internet must not be used for:

- I. Accessing, downloading, storing, recording or bookmarking sites that are offensive, obscene, defamatory, abusive or otherwise unlawful. (i.e, those that facilitate hacking or contain pornographic material).
- II. Publishing material that brings the Department's reputation into disrepute.

- III. Posting on social media in a way that discriminates or ridicules anyone in any manner, including using language or other content that disparages groups based on age, race, color, religion, gender, sexual orientation, national origin, disability, weight, physical appearance, or other protected group.
- IV. Downloading software which breaches the software company's rights or license agreements.
- V. Unfortunately, the largely uncontrolled nature of the Internet means that users can inadvertently access sites containing offensive, obscene, defamatory, abusive or otherwise unlawful material. In these instances, users must exit such sites immediately. Prolonged or regular access to such sites is considered as intentional misuse of the facility.
- VI. The Department takes no responsibility for any online transactions and is not liable for the failure of security measures.
- VII. Harass, threaten, send offensive, vulgar or obscene material on departmental allocated ICT resources.
- VIII. Playing video or other games on departmental allocated ICT resources during office time.

#### **9.5. EMAIL USE**

The email system must not be used inappropriately. The following is an illustrative list of inappropriate use, but it is not intended to be exhaustive.

Email must not be used for:

- I. Sending messages that are offensive, obscene, defamatory, abusive or otherwise unlawful.
- II. Sending material that brings the Department's reputation into disrepute.
- III. Sending links to web pages or bulletin boards that are offensive, obscene, defamatory, abusive or otherwise unlawful (for instance, those that facilitate hacking or contain pornographic material).
- IV. Sending unsolicited commercial or advertising material

- V. Unfortunately, the largely uncontrolled nature of the Internet means that email users can be identified remotely and streams of offensive advertising and other material directed to them, although they themselves may have taken no action to solicit this. All email users are, therefore, asked to contribute to the monitoring and control of this nuisance by reporting the receipt of offensive email as promptly and fully as is reasonably practical to DGITO office via the helpdesk lines (040) 940 7242/7442 in order to assist the Department in taking steps to block the offending material.

#### **9.6.ACCESS TO EMAIL ACCOUNTS ON DEPARTURE**

Entitlement to access an individual's email account will normally automatically cease on the date on which an individual's relationship with the Department is terminated. If additional access is required to an email account, then this must be authorized by Head of Department.

#### **10. ENFORCEMENT PROCEDURES**

- Implementation of group policies

#### **11. MONITORING AND EVALUATION OF THE IMPLEMENTATION OF THE POLICY**

DGITO will report any challenges that arise in the implementation of this policy to the ICT Steering Committee.

#### **12. COMMUNICATION / EDUCATION OF THE POLICY**

The Policy will be communicated to Departmental employees through induction workshops / policy rollout sessions, internal news bulletin and be made available on the departmental intranet for sharing information.

**13. DISPUTE RESOLUTION MECHANISM**

In the event of disputes arising out of this policy, such disputes will be dealt with in terms of the grievance procedure and labour legislation applicable in the Public Service.

**14. APPROVAL OF THE POLICY**

The policy will be approved by Member of Executive Council (MEC) on the recommendation of the Head of Department.

**15. REVIEW OF THE POLICY**

This policy will be reviewed on every fifth year from the date of approval and/or when there are changes in legislation or the operating environment.

**16. VERSION CONTROL AND CHANGE HISTORY**

Version Control	Date Effective	Approved By	Amendment
Start from	YYMMDD (the date the policy takes effect)	Contact person – full name & title.	Include any superseded procedures and what the amendment is to the document.
2013		Mlibo Qhoboshiyane (MEC)	
2016		F.D. Xasa (MEC)	In the past the Department had the Email policy, Internet use was a subsection covered under ICT Acceptable Use policy. DGITO has now combined Internet and Email use into one policy for synergy purposes and alignment to National Integrated ICT Policy White Paper
2022		Honourable Z Williams (MEC)	Date driven review due to outdated policy