Manchester Hospital School

Acceptable ICT and Internet Use Policy

Document Control	
Title	Acceptable ICT and Internet Use Policy
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Purpose of the policy	Sets out usage for staff across all Manchester Hospital ICT devices and the Internet
Related policies/guidance	Safeguarding and Child Protection Policy Keeping Children Safe in Education 2025
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Under the Public Sector Equality Duty, Manchester Hospital School has due regard to the need to eliminate discrimination, harassment and victimisation and any other conduct prohibited by the Equality Act 2010; to advance equality of opportunity between those who share a relevant protected characteristic and those who do not share it and to foster good relations across all protected characteristics. Manchester Hospital School will take into account equality considerations when policies are being developed, adopted and implemented
Manchester Hospital School serves the needs of a very large and diverse range of children, young people and their families at times when they are extremely vulnerable. Our core purpose as a

school is to uphold the child's right to Education and our policies and procedures are necessary to keep staff and children safe . We acknowledge that our students are often living with a range of very complex medical conditions including mental ill health and therefore we keep the needs of the student at the heart of all decisions. We will , therefore, work within the parameters of all statutory policies whilst seeking to understand and support the child's long term education and health needs.

Introduction and aims

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.

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 governors, staff, pupils, volunteers, contractors and visitors.

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 2025

Searching, screening and confiscation: advice for schools 2022

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

Meeting digital and technology standards in schools and colleges

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 6 for a glossary of cyber security terminology.

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 4.2 below).

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 or allowing pupils to use Generative AI tools to produce work or content for assessment that is submitted as the pupil's own original work without appropriate citation or acknowledgement.

Staff must not allow pupils to submit AI-generated work as their own for internal and external work.

Where teachers have doubts about the authenticity of student work submitted for assessment (for example, they suspect that parts of it have been generated by AI but this has not been acknowledged), they must investigate and take appropriate action. (please see exams policy)

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 should be made in advance to the School Business Director.

Sanctions

Pupils and staff who engage in any of the unacceptable activities listed above may face disciplinary action in line with the school's policies

Staff (including governors, volunteers, and contractors)

Access to school ICT facilities and materials

The school's ICT partner Fingertip Solutions manages access to the school's ICT facilities and materials for school staff. That includes, but is not limited to:

- Computers, tablets, mobile phones and other devices
- Access permissions for certain programmes or files

Staff will be provided with unique login/account information and passwords that they must use when accessing the school's ICT facilities.

Staff who have access to files that they are not authorised to view or edit, or who need their

access permissions updated or changed, should contact the School Business Director.

Use of phones and email

The school provides each member of staff with an email address.

This email account should be used for work purposes only. Staff should enable multi-factor authentication on their email account(s).

All work-related business should be conducted using the email address the school has provided.

Staff must not share their personal email addresses with parents/carers and pupils, and must not send any work-related materials using their personal email account.

Staff must take care with the content of all email messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

Email messages are required to be disclosed in legal proceedings or in response to requests from individuals under the Data Protection Act 2018 in the same way as paper documents. Deletion from a user's inbox does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable.

Staff must take extra care when sending sensitive or confidential information by email. Any attachments containing sensitive or confidential information should be sent by Egress or sent password protected (with the password given through a different communication channel) so that the information is only accessible by the intended recipient.

If staff receive an email in error, the sender should be informed and the email deleted. If the email contains sensitive or confidential information, the user must not make use of that information or disclose that information.

If staff send an email in error that contains the personal information of another person, they must inform the School Business Director immediately and follow our data breach procedure.

Staff must not give their personal phone number(s) to parents/carers or pupils. Staff must use phones provided by the school to conduct all work-related business.

School phones must not be used for personal matters.

Staff who are provided with mobile phones as equipment for their role must abide by the same rules for ICT acceptable use.

Personal use

Staff are permitted to occasionally use school ICT facilities for personal use, subject to certain conditions set out below. This permission must not be overused or abused. The School Business Manager may withdraw or restrict this permission at any time and at their discretion.

Personal use is permitted provided that such use:

- Does not take place during the school day
- Does not constitute 'unacceptable use'
- Takes place when no pupils are present
- Does not interfere with their jobs, or prevent other staff or pupils from using the facilities for work or educational purposes

Staff may not use the school's ICT facilities to store personal, non-work-related information or materials (such as music, videos or photos).

Staff should be aware that use of the school's ICT facilities for personal use may put personal communications within the scope of the school's ICT monitoring activities. Where breaches of this policy are found, disciplinary action may be taken.

Staff should be aware that personal use of ICT (even when not using school ICT facilities) can impact on their employment by, for instance, putting personal details in the public domain, where pupils and parents/carers could see them.

Staff should take care to follow the school's guidelines on use of social media and use of email to protect themselves online and avoid compromising their professional integrity.

Personal social media accounts

Members of staff should make sure their use of social media, either for work or personal purposes, is appropriate at all times.

The school has guidelines for staff on appropriate security settings for Facebook accounts

School social media accounts

The school has official Facebook and Twitter accounts, managed by the Lead Practitioners . Staff members who have not been authorised to manage, or post to, the account, must not access, or attempt to access, the account.

The school has guidelines for what may and must not be posted on its social media accounts. Those who are authorised to manage, or post to, the account must make sure they abide by these guidelines at all times.

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

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

Only authorised ICT personnel may filter, inspect, monitor, intercept, assess, record and disclose the above, to the extent permitted by law. School uses SECURLY to monitor the individual pupil and staff account access to websites and also monitors search engine keyword searches. 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

Monitor and support pupils internet usage and searches

Use of Artificial Intelligence

Use AI Responsibly: The school will recommend tools and these should be used responsibly and ethically, in accordance with school policies and legal guidelines. Any use of AI which is not on the recommended list should not be used on school devices.

Prioritise pupil Well-being: AI should be used in a manner that promotes the well-being, safety, and academic success of all pupils.

Maintain Professional Judgment: AI tools are meant to augment, not replace, the professional judgment of educators. Staff should critically evaluate AI outputs and make informed decisions.

Ensure Equitable Access: All pupils should have equitable access to AI tools and resources, regardless of their background, abilities, or needs.

Respect Privacy and Data Security: Staff must adhere to strict data privacy and security protocols when using AI, protecting pupil information from unauthorised access or disclosure.

Promote Transparency: Be transparent with pupils and parents about how AI is being used in the classroom and for what purposes.

Foster Critical Thinking: Use AI in ways that promote pupils' critical thinking skills, problem-solving abilities, and creativity.

Avoid Bias and Discrimination: Staff should be aware of the potential for bias in AI algorithms and take steps to mitigate its impact, ensuring fair and equitable outcomes for all pupils.

Continuously Learn and Adapt: Staff should engage in ongoing professional development to stay informed about the latest advancements in AI and best practices for its use in education.

Evaluate and Improve: Regularly evaluate the effectiveness of AI tools and their impact on pupil learning, making adjustments as needed to optimize their use.

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

It regularly reviews the effectiveness of the school's monitoring and filtering systems

The school's Whole School designated safeguarding lead (WSDSL) 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 WSDSL.

Pupils

Access to ICT facilities

Pupils at home may be issued with a loaned chrome book from school. This will be accessed using a pupil google account.

Search and deletion

Under the Education Act 2011, the headteacher, and any member of staff authorised to do so by the headteacher, can search pupils and confiscate their mobile phones, computers or other devices that the authorised staff member has reasonable grounds for suspecting:

Poses a risk to staff or pupils, **and/or**

Is evidence in relation to an offence

This includes, but is not limited to:

Pornography

Abusive messages, images or videos

Indecent images of children

Evidence of suspected criminal behaviour (such as threats of violence or assault)

Before a search, if the authorised staff member is satisfied that they have reasonable grounds for suspecting any of the above, they will also:

Make an assessment of how urgent the search is, and consider the risk to other pupils and staff. If the search is not urgent, they will seek advice from the whole school safeguarding lead

Explain to the pupil why they are being searched, and how and where the search will happen, and give them the opportunity to ask questions about it

Seek the pupil's co-operation

The authorised staff member should:

Inform the DSL of any searching incidents where they had reasonable grounds to suspect a pupil was in possession of a banned item.

Involve the DSL without delay if they believe that a search has revealed a safeguarding risk

Authorised staff members may examine, and in exceptional circumstances erase, any data or files on a device that they have confiscated where they believe there is a 'good reason' to do so.

When deciding whether there is a 'good reason' to examine data or files on a device, the staff member should only do so if they reasonably suspect that the data has been, or could be, used to:

Cause harm, **and/or**

Undermine the safe environment of the school or disrupt teaching, **and/or**

Commit an offence

If inappropriate material is found on the device, it is up to the Whole School DSL to decide on a suitable response. If there are images, data or files on the device that staff reasonably suspect are likely to put a person at risk, they will first consider the appropriate safeguarding response.

When deciding whether there is a good reason to erase data or files from a device, staff members will consider whether the material may constitute evidence relating to a suspected offence. In these instances, they will not delete the material, and the device will be handed to the police as soon as is reasonably practicable. If the material is not suspected to be evidence in relation to an offence, staff members may delete it if:

They reasonably suspect that its continued existence is likely to cause harm to any person, **and/or**

The pupil and/or the parent refuses to delete the material themselves

If a staff member **suspects** a device **may** contain an indecent image of a child (also known as a nude or semi-nude image), they will:

Not view the image

Not copy, print, share, store or save the image

Confiscate the device and report the incident to the DSL immediately, who will decide what to do next. The DSL will make the decision in line with the DfE's latest guidance on searching, screening and confiscation and the UK Council for Internet Safety (UKCIS) et al.'s guidance on sharing nudes and semi-nudes: advice for education settings working with children and young people

Any searching of pupils will be carried out in line with:

The DfE's latest guidance on searching, screening and confiscation

UKCIS et al.'s guidance on sharing nudes and semi-nudes: advice for education settings working with children and young people

Our behaviour policy / searches and confiscation policy

Any complaints about searching for, or deleting, inappropriate images or files on pupils' devices will be dealt with through the school complaints procedure.

Unacceptable use of ICT and the internet outside of school

The school will sanction pupils, in line with the behaviour policy, if a pupil engages in any of the following **at any time** (even if they are not on school premises):

Using ICT or the internet to breach intellectual property rights or copyright

Using ICT or the internet to bully or harass someone else, or to promote unlawful discrimination

Breaching the school's policies or procedures

Any illegal conduct, or making statements which are deemed to be advocating illegal activity

Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate

Consensual or non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth produced sexual imagery)

Activity which defames or disparages the school, or risks bringing the school into disrepute

Sharing confidential information about the school, other pupils, or other members of the school community

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 or materials

Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user and/or those they share it with are not supposed to have access, or without authorisation

Using inappropriate or offensive language

Parents/carers

Access to ICT facilities and materials

Parents/carers do not have access to the school's ICT facilities as a matter of course.

However, parents/carers working for, or with, the school in an official capacity (for instance, as a volunteer or as a member of the PTA) may be granted an appropriate level of access, or be permitted to use the school's facilities at the headteacher's discretion.

Where parents/carers are granted access in this way, they must abide by this policy as it applies to staff.

Communicating with or about the school online

We believe it is important to model for pupils, and help them learn how to communicate respectfully with, and about, others online.

Parents/carers play a vital role in helping model this behaviour for their children, especially when communicating with the school through our website and social media channels.

We ask parents/carers to sign the agreement in appendix 2.

Communicating with parents/carers about pupil activity

The school will ensure that parents and carers are made aware of any online activity that their children are being asked to carry out.

When we ask pupils to use websites or engage in online activity, we will communicate the details of this to parents/carers in the same way that information about homework tasks is shared.

In particular, staff will let parents/carers know which (if any) person or people from the school pupils will be interacting with online, including the purpose of the interaction.

Parents/carers may seek any support and advice from the school to ensure a safe online environment is established for their child.

Data security

The school is responsible for making sure it has the appropriate level of security protection and procedures in place to safeguard its systems, staff and learners. It therefore takes steps to protect the security of its computing resources, data and user accounts. The effectiveness of these procedures is reviewed periodically to keep up with evolving cyber crime technologies.

Staff, pupils, parents/carers and others who use the school's ICT facilities should use safe computing practices at all times. We aim to meet the cyber security standards recommended by the Department for Education's guidance on digital and technology standards in schools and colleges, including the use of:

Firewalls

Security features

User authentication and multi-factor authentication

Anti-malware software

Passwords

All users of the school's ICT facilities should set strong passwords for their accounts and keep these passwords secure.

Users are responsible for the security of their passwords and accounts, and for setting permissions for accounts and files they control.

Members of staff or pupils who disclose account or password information may face disciplinary action. Parents, visitors or volunteers who disclose account or password information may have their access rights revoked.

All staff are advised to use a password manager to help them store their passwords securely.

Software updates, firewalls and anti-virus software

All of the school's ICT devices that support software updates, security updates and anti-virus products will have these installed, and be configured to perform such updates regularly or automatically.

Users must not circumvent or make any attempt to circumvent the administrative, physical and technical safeguards we implement and maintain to protect personal data and the school's ICT facilities.

Any personal devices using the school's network must all be configured in this way.

Data protection

All personal data must be processed and stored in line with data protection regulations and the school's data protection policy.

Access to facilities and materials

All users of the school's ICT facilities will have clearly defined access rights to school systems, files and devices.

These access rights are managed by Fingertip-Solutions.

Users should not access, or attempt to access, systems, files or devices to which they have not been granted access. If access is provided in error, or if something a user should not have access

to is shared with them, they should alert the School Business Manager immediately.

Users should always log out of systems and lock their equipment when they are not in use to avoid any unauthorised access. Equipment and systems should always be logged out of and shut down completely at the end of each working day.

Encryption

The school makes sure that its devices and systems have an appropriate level of encryption.

School staff may only use personal devices (including computers and USB drives) to access school data, work remotely, or take personal data (such as pupil information) out of school if they have been specifically authorised to do so by the headteacher.

Use of such personal devices will only be authorised if the devices have appropriate levels of security and encryption, as defined by Fingertip-Solutions.

Protection from cyber attacks

Please see the glossary (appendix 6) to help you understand cyber security terminology.

The school will:

Work with governors and the IT department to make sure cyber security is given the time and resources it needs to make the school secure

Provide annual training for staff (and include this training in any induction for new starters, if they join outside of the school's annual training window) on the basics of cyber security, including how to:

- **Check the sender address in an email**
- **Respond to a request for bank details, personal information or login details**
- **Verify requests for payments or changes to information**
- **Make sure staff are aware of its procedures for reporting and responding to cyber security incidents**
- **Investigate whether our IT software needs updating or replacing to be more secure**
- **Not engage in ransom requests from ransomware attacks, as this would not guarantee recovery of data**

Put controls in place that are:

- **Proportionate**: the school will verify this using a third-party audit, to objectively test that what it has in place is effective
- **Multi-layered**: everyone will be clear on what to look out for to keep our systems safe
- **Up to date:** with a system in place to monitor when the school needs to update its software
- **Regularly reviewed and tested**: to make sure the systems are as effective and secure as they can be

Back up critical data automatically and store these backups on cloud-based backup systems

Delegate specific responsibility for maintaining the security of our management information system (MIS) to Fingertip-Solutions

Make sure staff:

- Enable multi-factor authentication where they can, on things like school email accounts
- Store passwords securely using a password manager
- Make sure ICT staff conduct regular access reviews to make sure each user in the school has the right level of permissions and admin rights
- Have a firewall in place that is switched on

Check that its supply chain is secure, for example by asking suppliers about how secure their business practices are and checking if they have the Cyber Essentials certification

Develop, review and test an incident response plan with the IT department including, for example, how the school will communicate with everyone if communications go down, who will be contacted and when, and who will notify Action Fraud of the incident. This plan will be reviewed and tested annually and after a significant event has occurred, using the NCSC's 'Exercise in a Box'

Work with Manchester City Council to see what it can offer the school regarding cyber security, such as advice on which service providers to use or assistance with procurement

Internet access

The school's wireless internet connection is secure.

At Hospital Sites, staff use the NHS wifi - staff should note that this is not managed by the school.

Filtering software SECURLY is used within The Leo Kelly School, Galaxy House and RMCH office space and through google and chrome applications.

Parents/carers and visitors

Parents/carers and visitors to the school will not be permitted to use the school's WiFi unless specific authorisation is granted by the School Business Director.

The School Business Director will only grant authorisation if:

> Parents/carers are working with the school in an official capacity (e.g. as a volunteer or as a member of the PTA)
>
> Visitors need to access the school's WiFi in order to fulfil the purpose of their visit (for instance, to access materials stored on personal devices as part of a presentation or lesson plan)

Staff must not give the WiFi password to anyone who is not authorised to have it. Doing so could result in disciplinary action.

Appendix 1: Facebook cheat sheet for staff

10 rules for school staff on Facebook

1. Change your display name – use your first and middle name, use a maiden name, or put your surname backwards instead
2. Change your profile picture to something unidentifiable, or if you don't, make sure that the image is professional
3. Check your privacy settings regularly
4. Be careful about tagging other staff members in images or posts
5. Don't share anything publicly that you wouldn't be happy showing your pupils
6. Don't use social media sites during school hours
7. Don't make comments about your job, your colleagues, our school or your pupils online – once it's out there, it's out there
8. Don't associate yourself with the school on your profile (e.g. by setting it as your workplace, or by 'checking in' at a school event) - You can have a professional social media account for sharing

research / school events or achievements - but keep this separate from your personal social media accounts.

9. Don't link your work email address to your social media accounts. Anyone who has this address (or your personal email address/mobile number) is able to find you using this information

10. Consider uninstalling the Facebook app from your phone. The app recognises WiFi connections and makes friend suggestions based on who else uses the same WiFi connection (such as parents or pupils)

Check your privacy settings

Change the visibility of your posts and photos to **'Friends only'**, rather than 'Friends of friends'. Otherwise, pupils and their families may still be able to read your posts, see things you've shared and look at your pictures if they're friends with anybody on your contacts list

Don't forget to check your **old posts and photos** – go to bit.ly/2MdQXMN to find out how to limit the visibility of previous posts

The public may still be able to see posts you've **'liked'**, even if your profile settings are private, because this depends on the privacy settings of the original poster

Google your name to see what information about you is visible to the public

Prevent search engines from indexing your profile so that people can't **search for you by name** – go to bit.ly/2zMdVht to find out how to do this

Remember that **some information is always public**: your display name, profile picture, cover photo, user ID (in the URL for your profile), country, age range and gender

What to do if …

A pupil adds you on social media

In the first instance, ignore and delete the request. Block the pupil from viewing your profile

Check your privacy settings again, and consider changing your display name or profile picture

If the pupil asks you about the friend request in person, tell them that you're not allowed to accept friend requests from pupils and that if they persist, you'll have to notify senior leadership and/or their parents/carers. If the pupil persists, take a screenshot of their request and any accompanying messages

Notify the senior leadership team or the headteacher about what's happening

A parent/carer adds you on social media

It is at your discretion whether to respond. Bear in mind that:

Responding to 1 parent/carer's friend request or message might set an unwelcome precedent for both you and other teachers at the school

Pupils may then have indirect access through their parent/carer's account to anything you post, share, comment on or are tagged in

If you wish to decline the offer or ignore the message, consider drafting a stock response to let the parent/carer know that you're doing so

You're being harassed on social media, or somebody is spreading something offensive about you

Do not retaliate or respond in any way

Save evidence of any abuse by taking screenshots and recording the time and date it occurred

Report the material to Facebook or the relevant social network and ask them to remove it

If the perpetrator is a current pupil or staff member, our mediation and disciplinary procedures are usually sufficient to deal with online incidents

If the perpetrator is a parent/carer or other external adult, a senior member of staff should invite them to a meeting to address any reasonable concerns or complaints and/or request they remove the offending comments or material

If the comments are racist, sexist, of a sexual nature or constitute a hate crime, you or a senior leader should consider contacting the police

Appendix 2: Acceptable use of the internet: agreement for parents and carers

Acceptable use of the internet: agreement for parents and carers
Name of parent/carer: **Name of child:**
Online channels are an important way for parents/carers to communicate with, or about, our school. The school uses the following channels: · Our official Facebook page · Email/text groups for parents (for school announcements and information) · Our school website Parents/carers also set up independent channels to help them stay on top of what's happening in their child's class. For example, class/year Facebook groups, email groups, or chats (through apps such as WhatsApp).

When communicating with the school via official communication channels, or using private/independent channels to talk about the school, I will:

- Be respectful towards members of staff, and the school, at all times
- Be respectful of other parents/carers and children
- Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure

I will not:

- Use private groups, the school's Facebook page, or personal social media to complain about or criticise members of staff. This is not constructive and the school can't improve or address issues unless they are raised in an appropriate way
- Use private groups, the school's Facebook page, or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. I will contact the school and speak to the appropriate member of staff if I'm aware of a specific behaviour issue or incident
- Upload or share photos or videos on social media of any child other than my own, unless I have the permission of the other children's parents/carers

Signed:	**Date:**

Appendix 3: Acceptable use of the internet: agreement for pupils at Leo Kelly

Keeping me safe

- I will only log onto Manchester Hospital School systems with my own username and password.
- I understand that my use of the Internet and other IT can be monitored, and that my teachers and other school staff will sometimes look at how I am using IT and what I am storing on my devices and other school devices.
- I will report any concerns that I have about myself or anyone else online to a member of the safeguarding team

Social media

- I will treat my peers with respect and kindness on social media, understanding that my words and actions can deeply affect others.
- I will not engage in or support any form of cyberbullying. I understand that cyberbullying is harmful and has serious consequences for both the victim and the perpetrator.
- I will think carefully before posting or sharing content. I understand that what I share can spread quickly and may have long-term impacts.
- I will be empathetic towards my peers on social media. If I see someone being mistreated or if they reach out for help, I will offer support or report the behaviour to a trusted adult.
- I understand that my actions on social media can affect my peers' mental health, self-esteem, and overall well-being.
- I will not participate in spreading gossip or rumors about my peers. I understand that false information can damage reputations and relationships.
- If I encounter inappropriate or harmful behavior online, I will report it to a teacher, parent, or trusted adult.

Privacy

- I will not share personal information, photos, or videos of my peers without their explicit consent. I understand the importance of respecting others' privacy.
- I will not give out any personal information such as name, phone number or address and not share personal information of my peers.
- I will respect the privacy and ownership of others' work online at all times.

Plagiarism

- I will not copy someone else's work or images and pretend that they are mine.
- I will not submit content generated by an Artificial Intelligence tool as my own work unless my teacher has specifically approved and guided that use.
- If I use an approved AI tool for research or exploration, I understand that the output may be inaccurate or biased, and I must check and verify all information before using it.

By signing this agreement, I acknowledge my responsibility to use IT and social media in a way that supports my learning and keeps me safe in school and at home.

Signed _____(pupil) Date_____

Appendix 4: Acceptable use agreement for staff, governors, volunteers and visitors

Acceptable use of the school's ICT facilities and the internet: agreement for staff, governors, volunteers and visitors
Name of staff member/governor/volunteer/visitor:

When using the school's ICT facilities and accessing the internet in school, or outside school on a work device, I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the school's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the school's network
- Share my password with others or log in to the school's network using someone else's details
- Share confidential information about the school, its pupils or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote any private business, unless that business is directly related to the school
- Input copyrighted material (including sensitive internal school documents or pupil work) into any AI tool that may use that information to train its model, unless explicit consent has been obtained (e.g., parental consent for pupil work)
- Input any confidential school information, sensitive student data, or personal staff information into any AI tool, as this may breach data security and privacy protocols

I understand that the school will monitor the websites I visit and my use of the school's ICT facilities and systems.

I will take all reasonable steps to ensure that work devices are secure and password-protected when using them outside school, and keep all data securely stored in accordance with this policy and the school's data protection policy.

I will let the designated safeguarding lead (DSL) and ICT manager know if a pupil informs me they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the school's ICT systems and internet responsibly, and ensure that pupils in my care do so too.

Signed (staff member/governor/volunteer/visitor):	**Date:**

Appendix 5: 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're 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-authorised 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.

Phishing	Untargeted, mass emails sent to many people asking for sensitive information (such as bank details) or encouraging them to visit a fake website.
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.
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.
Whaling	Highly- targeted phishing attacks (where emails are made to look legitimate) aimed at senior people in an organisation.