



TOWN OF TRURO

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POLICY MEMORANDUM #45, REVISED

Date: Adopted November 2, 2010; Revised November 29, 2011; November 14, 2017;
September 13, 2022*; September 9, 2025

**This policy was revised at the September 13, 2022 Select Board meeting solely to reflect the titles used in the Town Charter for the Town Manager and Select Board and to modify language to be gender neutral. No changes were made to the content of the Policy at that meeting.*

Subject: **INFORMATION TECHNOLOGY RESOURCES ACCEPTABLE USE POLICY**

I. Introduction

The Town is pleased to provide information technology resources ("ITR") including, but not limited to computers, laptops, printers and other peripherals, programs, data, fax machines, local and wide area networks, email, the internet, and mobile phones, to employees and other authorized users working in the Town (herein collectively referred to as "employees") to more efficiently provide Town services. All employees using the Town's ITR have an obligation to use the Town's ITR in a responsible manner, conforming to network etiquette, customs, and courtesies and in compliance with this policy. The Town determines which, if any, ITR are appropriate for each position and provides ITR to employees where appropriate at the Town's discretion. Use of the Town's ITR is a privilege which may be revoked at any time for conduct which violates this policy.

II. Compliance with Policy.

A. Employee Responsibilities. Every employee who is authorized to use Town ITR will be provided with a copy of this policy. It is the responsibility of an employee using the Town's ITR to read, understand, and adhere to this policy. Any employee with questions regarding the application or meaning of this policy should seek clarification from their supervisor or from the Town's Technology Department at 508-349-7004 ext 112. Failure to comply with this policy may result in suspension or termination of the employee's ITR privileges and/or disciplinary action up to and including termination of employment.

B. Prohibited Conduct. The use of the Town's ITR for inappropriate or prohibited conduct may result in disciplinary action up to and including termination from employment. Employees using Town of Truro accounts are acting as representatives of the Town. As such, employees should act accordingly so as not to damage the reputation of the Town. It is not possible to list all of the circumstances which may constitute inappropriate use of the Town's ITR; however, employees are prohibited from using the Town's ITR:

- (1) In furtherance of any illegal act, including violations of any state or federal criminal or civil laws or regulations;
- (2) To access, display, or share sexually explicit, obscene, or otherwise inappropriate materials, messages, or images;

- (3) To send or display threatening or harassing messages, materials, or images, including, but not limited to, messages, materials or images of a sexual nature, racial, ethnic, sexual, religious, or gender-based slurs, or messages or images that offensively address someone's age, sex, sexual orientation, religion, race, ethnicity, national origin, disability or political beliefs.
- (4) To access, display, or disseminate material that advocates violence or discrimination towards other people (hate literature);
- (5) For any commercial purpose, including, but not limited to, the offering, providing, leasing, or purchasing of products or services;
- (6) To gain, or attempt to gain, unauthorized access to any computer or network;
- (7) To intercept or attempt to intercept communications intended for other persons;
- (8) To misrepresent either the Town or the employee's role at the Town;
- (9) For any political purpose (subject to the exceptions set forth in Section VII below) or to make solicitations in violation of Massachusetts General Laws, chapter 55;
- (10) To promote religious beliefs;
- (11) To libel or otherwise defame any person;
- (12) To download and/or install non-Town supported and licensed software applications or programs;
- (13) To violate any copyright laws or to infringe on any intellectual property rights;
- (14) To distribute chain letters;
- (15) To access or post to any personal social media accounts.
- (16) To access online gambling sites;
- (17) To connect unauthorized or unapproved computers, printers or peripherals to the Town's network;
- (18) To utilize alternate Internet Service Provider connections and email accounts from the Town of Truro internal network unless expressly authorized by the Town's Technology Department and properly protected by an appropriate security device;
- (19) To use computers or the internet for games of any type, browser based web reimbursements, or to seek employment opportunities;
- (20) To develop or use programs that harass other users or infiltrate a computer, computing system or network and/or damage or alter the software components of a computer, computing system or network;
- (21) To establish unauthorized connections which create routing patterns that are inconsistent with the effective and shared use of the Town's network;
- (22) For any use that causes interference with or disruption of the Town's ITR;
- (23) For any use that causes interference with or disruption of the Town's network users or resources;
- (24) For any use which violates other Town policies, including, but not limited to, the Town's policy against sexual harassment.

The above list of prohibited conduct is not all inclusive; employees who are uncertain as to the appropriateness of any action or conduct being contemplated should consult their supervisors or the Town's Technology Department for guidance.

C. Town Business Use. The Town's ITR, including, but not limited to, the Town's Email and other online services, are the property of the Town of Truro, and should be used only for business purposes associated with the Town. Personal use of any of the ITR or misuse of ITR may result in serious disciplinary action up to and including termination from

employment. Use of the Town's ITR is a privilege, not a right, and may be revoked at any time for inappropriate conduct.

D. Personal Cell Phones. An employee who is not assigned a Town cell phone may be designated by the Town Manager to use a personal cell phone for Town business calls and receive reimbursement via the Town's reimbursement procedures. A designated employee will receive a monthly reimbursement as determined by the Town Manager and approved by the Board of Selectmen. To receive reimbursement, an employee must adhere to the following reimbursement procedures. An employee:

- (1) Must be designated by the Town Manager;
- (2) Agree that all other cell phone costs are the employee's responsibilities;
- (3) Agree to provide the number to the Town Manager's office for distribution to selected Town Personnel;
- (4) Agree to monitor the cell phone while off work and be reasonably reachable via the cell phone for official Town business calls;
- (5) File the appropriate reimbursement paperwork with the Department Head after the month has concluded.

III. Public Records.

Email messages are considered public records, are subject to disclosure and record retention requirements of law, and are discoverable. Employees should not expect that email messages (even those marked "personal" and/or "confidential") are private or confidential. Employees shall not read email received by another employee when there is no business purpose for doing so. Employees shall not send email or access the Internet under another employee's name without authorization. No employee shall change any portion of a previously sent email message without authorization. Employees shall not place Town records or material, including but not limited to copyrighted software and internal communications, on any publicly accessible computer or website without prior express authorization of the employee's Department Head.

IV. Monitoring and No Expectation of Privacy.

Employees should have no expectation of privacy in any use of the Town's Information Technology Resources (ITR).

The Town's computer system automatically stores and/or records information transmitted on the system including password-protected materials, data, information, email communications and web sites viewed. The Town may monitor employee use of ITR, including, but not limited to, computer equipment, email, the internet, web sites visited, and files downloaded by the employee. **Therefore, employees should not consider ITR and any communications, transmissions, web sites viewed, and email sent or received, to be private or confidential. The mere deletion of messages, data, or files may not eliminate them from the system.** All use of the Town's ITR is subject to monitoring by the Town, at any time without notice and notwithstanding any password(s), including, but not limited to data, incoming and outgoing email communications and attachments, web sites visited or viewed and files downloaded.

Use of the Town's ITR system constitutes consent to monitoring and is conditioned upon strict

adherence to this policy.

V. Precautions Against Computer Viruses.

All software downloads must be approved by the Information Technologies Director before installation. All users are expected to undertake precautions to prevent infection of Town computers by computer viruses. In particular, executable programs imported from other sites to Town computers, alternate internet service provider connections, and email accounts from the Town's internal network must not be used unless the Information Technologies Director has authorized them and they have been subjected to virus detection procedures approved by the Information Technologies Director.

The Information Technologies Director may, from time to time, impose additional restrictions or regulations on the importing of remote files, and such restrictions or regulations shall be considered part of this policy.

VI. Political Activities and Conflicts of Interest.

An employee's use of the Town's ITR must not conflict with the State's Conflict of Interest Laws (M.G.L. c. 268A) or Campaign Finance Laws (M.G.L. c. 55). Notwithstanding the provisions of Section III. B. (9) above, political activities may be permitted to the extent that such activities are a part of the official responsibilities of an employee, provided that such activities relate to political issues rather than specific political candidates or parties and provided further that such conduct does not violate any applicable laws.

For further clarification refer to *Campaign Finance Guide*, revised in January, 2003 and issued by the Office of Campaign and Political Finance, and related publications, available on-line at www.mass.gov/ocpf.

VII. Prohibition on Use of Encrypted Applications for Town Business Communications

To ensure transparency, accountability, and compliance with public records laws, all town employees, officials, and representatives are prohibited from using encrypted communication applications (e.g., Signal, WhatsApp, Telegram) for town business, *except when the vendor is explicitly approved by the town's IT department*. This applies to all forms of communication, including text messages, voice calls, video calls, or file sharing, related to town duties or matters. Town business communications must use approved, non-encrypted platforms designated by the IT department to ensure record-keeping and compliance with public records laws.

VIII. Additional Responsibilities of Department Heads, Managers, and Supervisors.

Managers and supervisors are responsible for ensuring that all employees under their supervision using any of the Town's ITR have read this Policy and understand its applicability to their activities.

The Department Head is responsible for insuring that any employee who will be given any access to the Town's ITR has read and signed a copy of this policy. The Town's Technology Department will not give access to an employee unless it receives a copy of this policy signed by the employee and the Department Head. A signed copy will be placed in the employee's personnel file.

The Town's ITR are work tools. The appointing authority and/or Department Head shall deem who appropriately can utilize such tools to better perform their job duties.



Susan Areson, Chair



Susan Girard-Irwin, Vice-Chair



Nancy Medoff, Clerk



John Dundas



Stephanie Rein
Select Board
Town of Truro

POLICY ACKNOWLEDGEMENT

I have read and understand the above Information Technology Resources Acceptable Use Policy and consent to the monitoring described above.

Employee: _____

Date: _____

Department Head: _____

Date: _____

Last Revised: 9/9/25