# Acceptable Use of UNSW Information Resources Policy

| Version | Approved by | Approval date | Effective date |
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| 3.1 | Vice-Chancellor | 23 August 2023 | 23 August 2023 |

**Policy Statement**

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| **Purpose** | This policy:<br>a) sets out the principles for ensuring UNSW Information Resources (systems, infrastructure, UNSW-wide IT assets) are used legally, ethically and responsibly.<br>b) sets out the conditions for personal use of UNSW Information Resources.<br>c) informs users of UNSW Information Resources of their responsibilities and the penalties for misuse.<br>d) establishes compliance requirements for users of UNSW Information Resources.<br>e) establishes requirements for reporting cyber security events.<br>f) reflects UNSW's values. |
| **Scope** | This policy applies to all users of UNSW Information Resources, including but not limited to staff (including casuals), students, consultants, contractors, third parties, agency staff, alumni, associates and honoraries, conjoint appointments, affiliates, collaborative researchers, and visitors to UNSW including any use before, during and after any formal relationship exists. |

**Policy Provisions**

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## 1. Compliance

### 1.1. General

(1) UNSW requires its Information Resources to be used legally, ethically, and responsibly.

(2) Users of UNSW Information Resources must comply with:

a. applicable laws, including (but not limited to) copyright, intellectual property, breach of confidence, defamation, privacy, contempt of court, harassment and cyberstalking, vilification and anti-discrimination legislation, and workplace surveillance legislation.

b. UNSW policies and procedures.

c. UNSW Cyber Security Standards.

(3) Users must not use UNSW Information Resources to:

a. harass, stalk, menace, defame, vilify, or unlawfully discriminate against any other person. Refer to the *Bullying and Harassment in the Workplace Prevention and Management Policy.*

b. collect, use, or disclose personal information except in accordance with the UNSW *Privacy Policy.*

c. copy, download, store or transmit material which infringes the intellectual property of any other party. Refer to the *Intellectual Property (IP) Policy.*

d. transmit material in contravention of the *Spam Act 2003* (Cth).

e. represent or create the impression of representing UNSW unless explicitly authorised to do so.

f. represent another person or claim to represent another person unless explicitly authorised.

g. otherwise cause loss or harm to the reputation of UNSW.

### 1.2. Academic Freedom and Freedom of Expression

UNSW values and respects the principles of academic freedom. It values the diversity of cultures, ideologies and perspectives within its community and is respectful of freedom of expression. However, these privileges must be exercised responsibly, and UNSW manages any conduct, which breaches relevant policies, standards or legislation including the *Academic Freedom and Freedom of Speech Code of Conduct*, *Staff Code of Conduct, Student Code of Conduct* or *Research Code of Conduct,* in accordance with the relevant procedure or enterprise agreement.

## 2. User Responsibilities and Prohibitions

### 2.1. Responsibilities

(1) Users are accountable for all activities originating from their personal UNSW accounts, or other UNSW accounts that they use, as well as any UNSW Digital Information they store, process, or transmit using, or while connected to, a UNSW Information Resource.

(2) Users must take all reasonable steps to protect UNSW Information Resources from physical or digital theft, damage, or unauthorised use.

(3) Staff and affiliates must complete UNSW assigned cyber security awareness training.

(4) Users must only store, process or transmit UNSW Digital Information in accordance with the *Data Classification Standard* and *Cyber Security Standard - Data Security*.

### 2.2. Prohibitions

UNSW recognises that the nature of university work, study and research means that a user may use UNSW Information Resources for a broad range of legitimate purposes (consistent with the principles of academic freedom), however:

(1) Users must not:

a. use another person's account.

b. share their password or other authentication factor with any other person.

c. assist or permit the use of UNSW Information Resources by an unauthorised person.

d. attempt to gain unauthorised access to UNSW Information Resources.

e. use UNSW Information Resources, or personal devices, to maliciously compromise the confidentiality, integrity, availability or privacy of UNSW Information Resources or UNSW Digital Information.

f. use UNSW Information Resources to access, display, store, copy, process, transmit or provide prohibited or restricted material, other than in accordance with Section 3 below.

g. intentionally circumvent identity controls or other cyber security controls for a malicious purpose.

h. test, bypass, deactivate or modify the function of any cyber security control (including an operating system), except:

i. for research or teaching purposes; and
ii. with express written approval of the Head of School or equivalent; and
iii. in an isolated testing environment or isolated network.

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i. knowingly install or use malicious software, except:

   i. for research or teaching purposes; and
   ii. with express written approval of the Head of School or equivalent; and
   iii. in an isolated testing environment or isolated network.

j. connect an end-of-life, end-of-support, or intentionally compromised device to UNSW Information Resources except:

   i. for research or teaching purposes; and
   ii. with express written approval of the Head of School or equivalent; and
   iii. in an isolated testing environment or isolated network.

Any non-compliance with these prohibitions must be approved in accordance with the *Cyber Security Standard - Framework Exemption*, including a mandatory risk assessment and agreed compensating controls.

(2) Excessive use of UNSW Information Resources (e.g. to generate or mine crypto currency) is not permitted, except for research or teaching purposes, and with the express written approval of the Head of School or equivalent.

(3) Staff and students must not use UNSW Information Resources for:

   i. financial or commercial gain for themselves or any third party.
   ii. private professional practice.

(4) Staff should refer to the UNSW Staff *Code of Conduct*. Academic staff should also refer to the UNSW *Paid Outside Work by Academic Staff Policy.* Students should refer to the *Student Code of Conduct* and *Student Misconduct Procedure.*

## 3. Restricted and Prohibited Use

### 3.1. Prohibited and Restricted Material

(1) Users must not access, display, store, copy, or transmit prohibited or restricted material on or using UNSW Information Resources except:

a. for research or teaching purposes; and

   i. in accordance with all laws, policies, procedures, and standards, including the *Research Code of Conduct*; and
   ii. with human or animal ethics approval where appropriate; and
   iii. with the express written approval of a relevant Deputy Vice-Chancellor (for prohibited material) or a Head of School or equivalent (for restricted material).

b. for the purpose or intention of investigation of a potential breach of a code of conduct, policy, procedure by the Conduct and Integrity Office or Human Resources.

## 4. Personal Use of UNSW Information Resources

### 4.1. Limited Personal Use

(1) UNSW provides access to UNSW Information Resources for users to perform legitimate University related work, research or studies and all usage must be consistent with that purpose.

(2) Users are permitted limited and incidental personal use of UNSW Information Resources. This use:

a. must not directly or indirectly impose an unreasonable burden on any UNSW Information Resource, or burden UNSW with incremental costs.

b. must not unreasonably deny any other user access to any UNSW Information Resource.

c. must not contravene any law or UNSW policy or standard.

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d. in the case of staff, must not interfere with the execution of their responsibilities.

(3) Users who store, process or transmit their own personal information as part of their personal use of a UNSW Information Resource, are responsible for deciding how that information is secured (e.g. encrypted) and backed up. UNSW is not responsible for ensuring the retention of personal data or providing such data to a user.

## 5. Personal Devices

### 5.1. Limitations

(1) To protect the security of UNSW Digital Information, staff performing University duties using personal devices must ensure that these devices:

a. are password protected, or have an equivalent access restriction mechanism enabled, where available.

b. have malware protection enabled, where available.

c. are patched or updated in a timely manner.

d. are encrypted.

(2) Staff must report the loss or theft of a personal device containing UNSW Digital Information in accordance with Section 8 (1) below.

(3) UNSW does not guarantee that a personal device will be able to access, or be compatible with, all UNSW Information Resources.

## 6. Terms of Use

(1) UNSW will implement reasonable precautions to protect the security of UNSW Information Resources, however, UNSW is not able to guarantee that UNSW Information Resources will always be available, secure, confidential, or free from any defects, including malicious software.

(2) UNSW accepts no responsibility for loss or damage (including consequential loss or damage or loss of data) arising from the use of UNSW Information Resources, or the maintenance and protection of UNSW Information Resources.

(3) UNSW may take any necessary action in accordance with the UNSW Cyber Security Standards, to mitigate any threat to UNSW Information Resources, with or without prior notice.

(4) UNSW at all times reserves the right (in accordance with Section 7) to:

a. limit or terminate the use of UNSW Information Resources, with or without notice.

b. view, copy, disclose or delete UNSW Digital Information stored, processed, or transmitted using UNSW Information Resources.

c. monitor or examine the security of any device connecting to UNSW Information Resources, to determine or address a cyber security threat to UNSW.

d. monitor, access, examine, take custody of, and retain any UNSW Information Resource.

(5) Access to a UNSW Information Resource, or storage, processing and transmitting of UNSW Digital Information (including email) may be delayed or prevented in the event of misuse or suspected misuse, or in the event of a security event or suspected event.

(6) UNSW may at any time require a user to:

a. acknowledge in writing that they will abide by this policy.

b. complete relevant training in UNSW policies and procedures.

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## 7. Monitoring and Surveillance of UNSW Information Resources

(1) This policy sets out the basis on which UNSW may monitor the usage of UNSW Information Resources in accordance with applicable laws and is a Notice of Surveillance under the *Workplace Surveillance Act 2005* (NSW).

### 7.1. Ownership of UNSW Digital Information and Right to Monitor

(1) All UNSW Digital Information stored, processed, or transmitted using any UNSW Information Resource:

a. may be recorded and monitored on an ongoing and continuous basis, in accordance with UNSW Cyber Security Standards.

b. may be subject to the *Government Information (Public Access) Act 2009* (NSW).

c. may be subject to the *Privacy and Personal Information Protection Act 1998* (NSW).

d. may be subject to the *Health Records and Information Privacy Act 2002* (NSW).

e. may be subject to the *State Records Act 1998* (NSW).

f. will remain in the custody and control of UNSW.

(2) UNSW Digital Information may be retained for as long as required in accordance with relevant statutes, regulations, or for archival purposes and business needs. Refer to the *Data Retention Procedure – Home Drives, Office 365 & One Drive* for further information.

### 7.2. Privacy compliance and access to UNSW Information Resources

(1) UNSW is committed to balancing all users right to privacy with the legitimate protection and proper usage of UNSW Information Resources. UNSW will take reasonable precautions to protect the privacy of users, however, the use of UNSW Information Resources is not considered a private action or conduct.

(2) Users should be aware that personal use of UNSW Information Resources may result in UNSW holding personal information about the user or others which may then be accessed and used by UNSW to ensure compliance with this and other policies. This information will be managed in accordance with applicable privacy legislation and the UNSW *Privacy Policy.*

(3) UNSW must use personal information only for the purpose for which it was collected. To the extent that UNSW does collect personal information through scanning, monitoring, and accessing UNSW Information Resources including connected personal drives and devices:

a. scanning and monitoring of personal drives and devices mapped to a UNSW Information Asset will not unreasonably intrude into the personal affairs of individual staff or students.

b. any such information will only be used for assessing compliance with this policy, other UNSW policies or procedures, or legislation; or identifying and addressing security threats to UNSW Information Resources and will not be used for any other purpose.

c. any inspection, access or examination of UNSW Information Resources must be in accordance with the UNSW *Cyber Security Standards*.

(4) The following approvals are required for access by a person other than the owner or custodian, to UNSW storage services and storage devices such as mailboxes, Microsoft O365 services, hard drives, and file shares that may also contain personal information.

No access is to be provided without two signatures. An authorisation from only one person (regardless of the seniority of the person or the role that they perform) is not sufficient to provide access.

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| Circumstance | Approver |
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| When required for legal proceedings or as required by law (e.g. to comply with a Notice to Produce or subpoena). | General Counsel and any one of:<br>- Chief Human Resources Officer<br>- Director, Conduct & Integrity or<br>- Chief Information Officer. |
| For cyber security purposes. | Chief Information Officer; or Director, Cyber Security and any one of:<br>- General Counsel<br>- Chief Human Resources Officer or<br>- Director, Conduct & Integrity. |
| When UNSW reasonably suspects that an individual(s) is not complying with legislation or UNSW codes, policies or procedures. | General Counsel, and any one of:<br>- Chief Human Resources Officer<br>- Director, Conduct & Integrity or<br>- Chief Information Officer. |
| When a staff member is absent from work and access is required for legitimate business purposes (for example, work continuity) or occupational health and safety reasons (for example, where there are reasonable concerns about the individual's health and safety). | Chief Human Resources Officer and the relevant:<br>- Dean<br>- Deputy Vice Chancellor or<br>- Vice President. |
| When a student or researcher is absent from study or research and access is required for legitimate business purposes (for example, work continuity) or occupational health and safety reasons (for example, where there are reasonable concerns about the individual's health and safety). | Deputy Vice-Chancellor Education and Student Experience and the relevant Dean. |
| When an identified approver has a conflict of interest. | Any two of the following:<br>- Deputy Vice-Chancellor Planning and Assurance<br>- Vice-Chancellor and President or<br>- member of Council who is not conflicted. |

## 8. Reporting Cyber Security Events

(1) Any person noticing a potential or actual cyber security incident must report it as soon as possible to the UNSW IT Service Centre or UNSW IT Cyber Security Team.

(2) The loss, theft or damage to UNSW Information Assets must be reported at the earliest opportunity to UNSW Campus Security.

## 9. Misuse

(1) In the event of misuse or suspected misuse of UNSW Information Resources UNSW may:

a. withdraw or restrict a user's access to UNSW Information Resources.

b. commence disciplinary action:

i. for staff: disciplinary action in accordance with the UNSW *Code of Conduct* and the applicable *University of New South Wales Enterprise Agreement*, which may include termination of employment.
ii. for students: action for misconduct under the *Student Code of Conduct* and associated *Student Misconduct Procedure*, which may include exclusion from UNSW.
iii. for affiliates: commensurate action, which may include termination or non-renewal of their appointment or contract.

c. notify the Police or other relevant government authority.

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## 10. Non-compliance

(1) Any non-compliance with this policy must be approved in accordance with the *Cyber Security Standard – Framework Exemption*, including a mandatory risk assessment and agreed compensating controls.

| **Accountabilities** | |
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| **Responsible Officer** | Chief Information Officer |
| **Contact Officer** | Chief Information Security Officer (CISO) |
| **Supporting Information** | |
| **Legislative Compliance** | This Policy supports UNSW's compliance with the following legislation:<br>• *Copyright Act 1968* (Cth)<br>• *Corporations Act 2001* (Cth)<br>• *Government Information (Public Access) Act 2009* (NSW)<br>• *Health Records and Information Privacy Act 2002* (NSW)<br>• *Privacy and Personal Information Protection Act 1998* (NSW)<br>• *Public Interest Disclosures Act 1994* (NSW)<br>• *Spam Act 2003* (Cth)<br>• *State Records Act 1998* (NSW)<br>• *Workplace Surveillance Act 2005* (NSW)<br>as well as laws relating to (but is not limited to) breach of confidence, defamation, contempt of court, harassment, vilification and discrimination, the creation of contractual obligations and civil and criminal offences. |
| **Supporting Documents** | Cyber Security Policy<br>Cyber Security Standards<br>Data Classification Standard<br>Cyber Security Standard - Data Security |
| **Related Documents** | Data Governance Policy<br>Report Wrongdoing Policy |
| **Superseded Documents** | Acceptable Use of UNSW Information Resources Policy v3.0 |
| **File Number** | 2022/069876 |

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| Definitions and Acronyms | |
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| **Area of Accountability** | means any area where a person has strategic, structural, operational or financial control over a UNSW Information Resource within that area. |
| **Cyber Security Control** | means any management, operational or technical measure (including safeguards or countermeasures) put in place for cyber security. |
| **Cyber Security Event** | means an occurrence of an UNSW Information Resource state indicating a possible breach of security policy, failure of safeguards or a previously unknown situation that may be relevant to security. |
| **Cyber Security Incident** | means a cyber security event that has been assessed (in accordance with the Cyber Security Standards) to have a potential adverse impact on the confidentiality, integrity, or availability of an UNSW Information Resource. |
| **Digital Information** | means information that is in a digital or electronic form and is stored, processed, or transmitted within an Information Service or an Information Asset, including electronic scholarly materials. |
| **End-of-Life (EOL)** | means the supplier will no longer market, sell, or update an UNSW Information Resource after a certain date. |
| **End of Support (EOS)** | means the supplier no longer sells, provides updates, or renews support contracts for the UNSW Information Resource. |
| **Excessive Use** | means when a user or process has exceeded established limits placed on the UNSW Information Resource or is consuming an UNSW Information Resource to a level such that service to other users is degraded, or where the actions of the user could cause degradation if the user is permitted to continue the practice or activity. |
| **Intentionally Compromised Device** | means a UNSW Information Asset or personal device that has been intentionally altered by the user or with the knowledge of the user, to introduce a security vulnerability or malicious code, or otherwise lack a cyber security control required under the Cyber Security Standards. |
| **Information** | means any communication or representation of knowledge such as facts, data, or opinions in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audio-visual. |
| **Information Resource** | means any Information Service, Information Asset or Digital Information. |
| **Information Service** | means any business or information function using one or more Information Assets including but not limited to: (a) application systems (including software-as-a-service); and (b) Information infrastructure services such as operating systems, databases, voice and data telecommunications services, administrative tools, process automation tools, network services, media services, file and print services, and email services. Also known as ICT service, IT service, or system. |
| **Information Asset or Device** | means any hardware (including IoT devices), software, cloud-based services, communication devices or network. |
| **Malicious Code** | means software or firmware intended to perform an unauthorized process that will have adverse impact on the confidentiality, integrity, or availability of an UNSW Information Service or UNSW Information Asset. A virus, worm, trojan horse, or other code-based entity that infects a host. Spyware and some forms of adware are also examples of malicious code. |
| **Misuse** | means use of the UNSW Information Resources in contravention of any applicable law or UNSW policy, procedure or standard. |

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| **Personal Device** | means a non-UNSW owned or provided device that is used by an individual to access, store, process or transmit UNSW data or UNSW Digital Information. This includes desktops and laptop computers, personal digital assistants, tablets, smartphones, mobile PIN pads, radio communication devices, USB keys or any form of portable storage device. |
| **Prohibited Material** | means content, such as: (a) child exploitation material including child pornography or material that instructs, promotes or incites child abuse; (b) content that shows extreme sexual violence or materials that are overly violent; (c) materials that provoke the viewer into committing crimes and carrying out violent acts. This might be material that instructs, promotes or incites violent acts; (d) material that vilifies or instructs, promotes or incites discrimination; and © content that promotes terrorism or encourages terrorist acts. |
| **Protected Disclosure** | as defined in the *Report Wrongdoing Policy*. |
| **Restricted Material** | means content that is not prohibited but: (a) is obscene or pornographic and permitted by law; or (b) is material that instructs or promotes gambling. This includes sexually explicit material, media, art, and/or products, or anything else containing adult content such as online groups or forums that are sexually explicit in nature, and sites that promote adult services. |
| **Security Vulnerability** | means a weakness in the design, implementation or operation of an UNSW Information Asset, UNSW Information Service, system component or cyber security control, which allows an attacker (threat agent) to compromise its confidentiality, integrity or availability. |
| **UNSW Account** | means the access to UNSW Information Resources provided to holders of a Z-Id, UNSW email address or other credential. |
| **UNSW Digital Information** | means Digital Information that is owned by UNSW or under the custody of UNSW. |
| **UNSW Information Asset** | means any Information Asset that is owned, leased, operated or managed by any UNSW organisational unit, or provided by any UNSW organisational unit to users. |
| **UNSW Information Service** | means any Information Service that is owned, leased, operated or managed by any UNSW organisational unit, or provided by any UNSW organisational unit to users. |
| **UNSW Information Resource** | means any Information Resource that is owned, leased, operated, or managed by any UNSW organisational unit, or research undertaking, or provided by any UNSW organisational unit to users. |
| **User** | means a user of any UNSW Information Resource including but not limited to staff (including casuals), students, consultants, contractors, third parties, agency staff, alumni, associates and honoraries, conjoint appointments, affiliates, collaborative researchers, and visitors to the UNSW, including any use before, during and after any formal relationship exists. |

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| Revision History | | | | |
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| **Version** | **Approved by** | **Approval date** | **Effective date** | **Sections modified** |
| 1.0 | Vice-Chancellor | November 2006 | 1 March 2007 | |
| 1.1 | Head, Governance Support | 18 February 2010 | 18 February 2010 | Section 1, 2, 6.1, 6.1.1(a), 6.1.1(c) |
| 2.0 | President and Vice-Chancellor | 6 June 2013 | 30 June 2013 | Full review; additional requirements in Section 2.3 |
| 2.1 | Administrative update by the Director of Governance | 17 October 2016 | 17 October 2016 | Section 1; 2; 2.2; 2.3; 2.3.1; 2.4 and 3. |
| 2.2 | President and Vice-Chancellor | 10 May 2021 | 10 May 2021 | Section 2.3.1 and 2.4 amended. Administrative updates to document and position titles and URLs. |
| 3.0 | Vice-Chancellor | 18 November 2022 | 18 November 2022 | Full review |
| 3.1 | Vice-Chancellor | 23 August 2023 | 23 August 2023 | Section 7.2 amended including updates to circumstances and approvals. |

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