**Template Instructions**

Acceptable Use of IT and Resources Policy

Follow the instructions below to complete this policy template for use within your own organization.

1. Click each bracketed field below to input basic policy information:

* **Organization Name *(e.g. ACME Co)*:**

[Organization Name]

* **Organization Address *(e.g. 123 Elm St. City, ST. 12345)*:**

[Organization Address]

* **Policy Authority *(e.g. CEO, CIO, or CISO)*:**

[Policy Authority]

* **Policy Owner *(e.g. IT Department)*:**

[Policy Owner]

* **Owner Contact Info *(e.g.*** [***jon.smith@acme.com***](mailto:jon.smith@acme.com)***)*:**

[Owner Contact Info]

* **Policy Number *(e.g. POL-INFOSEC-01)*:**

[Policy Number]

1. Thoroughly review all 10 Policy Sections to ensure accuracy and alignment with existing organizational policies, procedures, and standards.
2. Input key term definitions that require clarification into Section 7.
3. Review related documents in Section 10.
4. Save the document and print the necessary pages to a PDF or printer.
5. Visit [docs.policytemplates.online](https://docs.policytemplates.online/) for further policy/standard creation and implementation resources.

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| --- | --- |
| [Organization Name] | **No:**  [Policy Number] |
| **IT Policy**:  **Acceptable Use of Information Technology and Resources** | **Updated:** 11/1/2024 |
| **Issued By:**  [Policy Authority]  **Owner:**  [Policy Owner] |

# 1.0 Purpose and Benefits

The purpose of the Acceptable Use of Information Technology and Resources Policy is to ensure proper use of the organization’s information and IT resources by all users, minimizing risks such as cyberattacks, unauthorized access, and legal issues. Effective security is a shared responsibility, requiring all users—employees, contractors, and third parties—to safeguard the organization’s IT assets.

Appropriate organizational use of information and information technology resources and effective security of those resources require the participation and support of the organization’s workforce. Inappropriate use exposes the organization to potential risks including virus attacks, compromise of network systems and services, and legal issues.

By adhering to this policy, the organization aims to minimize potential security risks, such as unauthorized access, data breaches, virus attacks, and other cyber threats that could compromise the integrity of its network systems and services. Additionally, it ensures compliance with relevant legal, regulatory, and contractual obligations.

# 2.0 Authority

This policy is established under the authority of organizational management and is guided by best practices outlined in the National Institute of Standards and Technology (NIST) Cybersecurity Framework 2.0. While not mandated by law, the organization adopts this framework to enhance its cybersecurity posture and protect its information assets. The authority for enforcement and adherence to this policy is vested in the [Policy Authority], who is responsible for ensuring compliance across all departments.

# 3.0 Scope

This policy applies to all employees, contractors, third-party vendors, and any individuals or entities accessing, using, or managing the organization's information systems, networks, and physical infrastructure, regardless of the medium or format of the information. It covers all electronic, paper-based, and verbal communication, including, but not limited to, data processing systems, cloud services, email platforms, mobile devices, databases, and other digital storage mechanisms that store, transmit, or process sensitive organizational information.

The policy encompasses internal and external users, whether they access the organization's systems on-site or remotely, and includes all physical infrastructure such as data centers, workstations, and hardware that interact with or support the organization's information environment. Additionally, it extends to any devices, both personal and organizational, that connect to the corporate network or handle company data.

All users are responsible for protecting the confidentiality, integrity, and availability of information, complying with this policy and relevant laws, and familiarizing themselves with the organization's security policies and procedures to ensure the protection of organizational assets. Failure to comply with these requirements may result in disciplinary action, including termination of access rights or contractual agreements.

# 4.0 Information Statement

The Acceptable Use Policy establishes guidelines for the responsible use of the organization’s information and IT resources by all users, including employees, contractors, and third parties. It aims to minimize risks such as cyberattacks and unauthorized access, emphasizing that security is a shared responsibility.

By following this policy, users help protect sensitive information and ensure compliance with legal and regulatory requirements. The policy clearly defines acceptable and unacceptable uses of IT resources, promoting a secure digital environment. All users must familiarize themselves with these guidelines, as compliance is essential for safeguarding the organization’s data. Additionally, users should be aware that their activities may be monitored, reinforcing the importance of responsible behavior. Overall, adherence to this policy strengthens the organization’s cybersecurity posture and fosters a culture of accountability.

* 1. Acceptable Use

All uses of information and information technology resources must comply with organizational policies, standards, procedures, and guidelines, as well as any applicable license agreements and laws including Federal, State, local and intellectual property laws.

Consistent with the foregoing, the acceptable use of information and IT resources encompasses the following duties:

1. Understanding the baseline information security controls necessary to protect the confidentiality, integrity, and availability of information;
2. Protecting organizational information and resources from unauthorized use or disclosure;
3. Protecting personal, private, sensitive, or confidential information from unauthorized use or disclosure;
4. Observing authorized levels of access and utilizing only approved IT technology devices or services; and
5. Immediately reporting suspected information security incidents or weaknesses to the appropriate manager and the [Policy Authority].
   1. Unacceptable Use

The following list is not intended to be exhaustive, but is an attempt to provide a framework for activities that constitute unacceptable use. Users, however, may be exempted from one or more of these restrictions during their authorized job responsibilities, after approval from organizational management, in consultation with organization IT staff (e.g., storage of objectionable material in the context of a disciplinary matter).

Unacceptable use includes, but is not limited to, the following:

1. Unauthorized use or disclosure of personal, private, sensitive, and/or confidential information;
2. Unauthorized use or disclosure of organization information and resources;
3. Distributing, transmitting, posting, or storing any electronic communications, material or correspondence that is threatening, obscene, harassing, pornographic, offensive, defamatory, discriminatory, inflammatory, illegal, or intentionally false or inaccurate;
4. Attempting to represent the organization in matters unrelated to official authorized job duties or responsibilities;
5. Connecting unapproved devices to the organization’s network or any IT resource;
6. Connecting organizational IT resources to unauthorized networks;
7. Connecting to any wireless network while physically connected to the organization’s wired network;
8. Installing, downloading, or running software that has not been approved following appropriate security, legal, and/or IT review in accordance with organizational policies;
9. Connecting to commercial email systems (e.g., Gmail, Hotmail, Yahoo) without prior management approval (organizations must recognize the inherent risk in using commercial email services as email is often used to distribute malware);
10. Using an organization’s IT resources to circulate unauthorized solicitations or advertisements for non-organizational purposes including religious, political, or not-for-profit entities;
11. Providing unauthorized third parties, including family and friends, access to the organization’s IT information, resources or facilities;
12. Using organization IT information or resources for commercial or personal purposes, in support of "for-profit" activities or in support of other outside employment or business activity (e.g., consulting for pay, business transactions);
13. Propagating chain letters, fraudulent mass mailings, spam, or other types of undesirable and unwanted email content using organizational IT resources; and
14. Tampering, disengaging, or otherwise circumventing an organization or third-party IT security controls.
    1. Occasional and Incidental Personal Use

Occasional, incidental and necessary personal use of IT resources is permitted, provided such use: is otherwise consistent with this policy; is limited in amount and duration; and does not impede the ability of the individual or other users to fulfill the organization’s responsibilities and duties, including but not limited to, extensive bandwidth, resource, or storage utilization. Exercising good judgment regarding occasional and incidental personal use is important. Organizations may revoke or limit this privilege at any time.

* 1. Individual Accountability

Individual accountability is required when accessing all IT resources and organization information. Everyone is responsible for protecting against unauthorized activities performed under their user ID. This includes locking your computer screen when you walk away from your system, and protecting your credentials (e.g., passwords, tokens or similar technology) from unauthorized disclosure. Credentials must be treated as confidential information, and must not be disclosed or shared.

* 1. Restrictions on Off-Site Transmission and Storage of Information

Users must not transmit restricted organization, non-public, personal, private, sensitive, or confidential information to or from personal email accounts (e.g., Gmail, Hotmail, Yahoo) or use a personal email account to conduct the organization’s business unless explicitly authorized. Users must not store restricted organizational, non-public, personal, private, sensitive, or confidential information on a non-organizational issued device, or with a third-party file storage service that has not been approved for such storage by the organization.

Devices that contain organizational information must be attended at all times or physically secured and must not be checked in transportation carrier luggage systems.

* 1. User Responsibility for IT Equipment

Users are routinely assigned or given access to IT equipment in connection with their official duties. This equipment belongs to the organization and must be immediately returned upon request or at the time an employee is separated from the organization. Users may be financially responsible for the value of equipment assigned to their care if it is not returned to the organization. Should IT equipment be lost, stolen or destroyed, users are required to provide a written report of the circumstances surrounding the incident. Users may be subject to disciplinary action which may include repayment of the replacement value of the equipment. The organization has the discretion to not issue or re-issue IT devices and equipment to users who repeatedly lose or damage IT equipment.

* 1. Use of Social Media

The use of public social media sites to promote organizational activities requires written pre-approval from the [Policy Authority]. Approval is at the discretion of the [Policy Authority] and may be granted upon demonstration of a business need, and a review and approval of service agreement terms by organization’s Legal Counsel. Final approval by the [Policy Authority] should define the scope of the approved activity, including, but not limited to, identifying approved users.

Unless specifically authorized, the use of organizational email addresses on public social media sites is prohibited. In instances where users access social media sites on their own time utilizing personal resources, they must remain sensitive to expectations that they will conduct themselves in a responsible, professional, and secure manner with regard to references to the organization and staff. These expectations are outlined below.

1. Use of Social Media within the Scope of Official Duties:
   1. The [Policy Authority] or designee, must review and approve the content of any posting of public information, such as blog comments, tweets, video files, or streams, to social media sites on behalf of the organization. However, [Policy Authority] approval is not required for postings to public forums for technical support, if participation in such forums is within the scope of the user’s official duties, has been previously approved by his or her supervisor, and does not include the posting of any sensitive information, including specifics of the IT infrastructure. In addition, [Policy Authority] approval is not required for postings to private, organization
   2. approved social media collaboration sites (e.g., Yammer). Blanket approvals may be granted, as appropriate.
   3. Accounts used to manage the organization’s social media presence are privileged accounts and must be treated as such. These accounts are for official use only and must not be used for personal use. Passwords of privileged accounts must follow information security standards, be unique on each site, and must not be the same as passwords used to access other IT resources.
2. Guidelines for Personal Use of Social Media:
   1. Staff should be sensitive to the fact that information posted on social media sites clearly reflects on the individual and may also reflect on the individual’s professional life. Consequently, staff should use discretion when posting information on these sites and be conscious of the potential perceptions of and responses to the information. It is important to remember that once information is posted on a social media site, it can be captured and used in ways not originally intended. It is nearly impossible to retract, as it often lives on in copies, archives, backups, and memory cache.
   2. Users should respect the privacy of the organization’s staff and not post any identifying information of any staff without permission (including, but not limited to, names, addresses, photos, videos, email addresses, and phone numbers). Users may be held liable for comments posted on social media sites.
   3. If a personal email, posting, or other electronic message could be construed to be an official communication, a disclaimer is strongly recommended. A disclaimer might be: “The views and opinions expressed are those of the author and do not necessarily reflect those of the organization.”
   4. Users should not use their personal social media accounts for official business, unless specifically authorized by the organization. Users are strongly discouraged from using the same passwords in their personal use of social media sites as those used on organizational devices and IT resources, to prevent unauthorized access to resources if the password is compromised.

# 5.0 Compliance

This policy shall take effect upon publication. Compliance is expected with all enterprise policies and standards. Policies and standards may be amended at any time; compliance with amended policies and standards is expected.

If compliance with this standard is not feasible or technically possible, or if deviation from this policy is necessary to support a business function, entities shall request an exception through the following process.

# 6.0 Policy Exceptions

Requests for exceptions to this policy must be submitted to the [Policy Authority] by the requesting department. Each request should include the scope and justification for the exception, potential risks, proposed mitigation measures, and a timeframe for achieving compliance. The [Policy Authority] will review and discuss these requests with the department.

# 7.0 Definitions of Key Terms

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| **Term** | Definition |
| Information Systems | Any combination of hardware, software, data, and personnel that processes, stores, or transmits information, including but not limited to computers, servers, networks, and applications. |
| Users | Individuals or entities, including employees, contractors, and third-party vendors, who access or interact with the organization’s information systems and data. |
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# 8.0 Contact Information

Submit all inquiries and requests for future enhancements to the policy owner at:

[Policy Owner]

[Owner Contact Info]

[Organization Address]

# 9.0 Review and Revision

This policy should be reviewed at least annually to keep pace with evolving regulations, threat landscapes, and organizational changes. However, more frequent reviews may be necessary following regulatory updates, cybersecurity incidents, significant technology changes, organizational shifts, or compliance audits. This policy should be revised based on these reviews and those revisions noted below.

| **Date** | **Description of Change** | **Reviewer** |
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# 10.0 Related Documents

[National Institute of Standards and Technology (NIST) Special Publication 800-53, Security and Privacy Controls for Federal Information Systems and Organizations](https://csrc.nist.gov/pubs/sp/800/53/r5/upd1/final)

[National Institute of Standards and Technology (NIST) Special Publication 800-12, An Introduction to Information Security](https://csrc.nist.gov/pubs/sp/800/12/r1/final)

[National Institute of Standards and Technology (NIST), The NIST Cybersecurity Framework (CSF) 2.0](https://nvlpubs.nist.gov/nistpubs/CSWP/NIST.CSWP.29.pdf)