## **ISO 27001 Usage Restrictions and Implementation Guidance for Communications Technologies Policy Template**

### **1. Introduction**

This document outlines the Usage Restrictions and Implementation Guidance for Communications Technologies Policy for [Organization Name], ensuring compliance with ISO/IEC 27001:2022 requirements. The policy provides guidelines for the secure and appropriate use of communication technologies to protect organizational assets.

### **2. Purpose**

The purpose of this policy is to:

1. Define acceptable use of communication technologies.
2. Prevent misuse and mitigate risks associated with communication systems.
3. Ensure compliance with ISO 27001 and applicable regulatory requirements.
4. Provide implementation guidance for secure communication technologies.

### **3. Scope**

This policy applies to all employees, contractors, and third-party users who utilize communication technologies within [Organization Name]. It includes:

* Email systems.
* Instant messaging and collaboration platforms.
* VoIP and teleconferencing tools.
* File sharing and transfer systems.

### **4. Policy Statement**

[Organization Name] requires all communication technologies to be used securely and responsibly to maintain the confidentiality, integrity, and availability of organizational information. This includes:

1. Using communication technologies for legitimate business purposes.
2. Prohibiting activities that compromise security or violate organizational policies.
3. Ensuring compliance with monitoring and security measures.

### **5. Acceptable Use Guidelines**

#### **5.1 General Usage**

1. Use communication technologies only for authorized business purposes.
2. Protect sensitive information by encrypting communications when required.
3. Avoid using personal devices for official communications unless approved.

#### **5.2 Prohibited Activities**

1. Sharing sensitive information without proper authorization or encryption.
2. Using communication systems for personal commercial gain or illegal activities.
3. Accessing or sharing inappropriate or offensive content.
4. Circumventing security controls on communication technologies.

### **6. Security Measures**

#### **6.1 Access Control**

1. Require strong passwords and multi-factor authentication for communication platforms.
2. Restrict access based on user roles and responsibilities.

#### **6.2 Data Protection**

1. Encrypt sensitive communications during transmission and storage.
2. Regularly monitor communication channels for unauthorized activities.
3. Implement secure backup procedures for critical communications.

#### **6.3 Monitoring and Logging**

1. Monitor communication activities for compliance and potential security risks.
2. Retain logs of communication activities for auditing purposes.
3. Notify users of monitoring practices in compliance with applicable laws.

### **7. Incident Management**

1. Report any security incidents involving communication technologies to the IT Helpdesk immediately.
2. Investigate and document incidents, including corrective actions taken.
3. Notify affected individuals and regulatory authorities as required.

### **8. Related Documentation**

1. Email Policy
2. Acceptable Use Policy
3. Information Security Policy

### **9. Review and Revision**

This policy will be reviewed annually or when significant changes occur in communication technologies or regulatory requirements. Updates will be coordinated by the Information Security Officer.

### **Appendix A: Communication Technology Usage Matrix**

| **Technology** | **Acceptable Use** | **Restrictions** | **Security Measures** |
| --- | --- | --- | --- |
| Email Systems | Business communications only | No personal use | Encrypt sensitive messages |
| Instant Messaging | Internal communication only | No external file sharing | Monitor for unauthorized activities |

### **Appendix B: Communication Incident Report Template**

| Incident ID | Date/Time | Affected Technology | Description of Incident | Actions Taken | Resolution Status |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

### **Appendix C: Policy Acknowledgment Form**

I acknowledge that I have read and understood the Usage Restrictions and Implementation Guidance for Communications Technologies Policy and agree to comply with its requirements.

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_