

# ACCEPTABLE USE POLICY

## Volunteers

In using and protecting Society equipment, data, and electronics, volunteers must safeguard Society equipment and personal information pursuant to the Society's Data Protection Policy. Additionally, all volunteers must use Society equipment in accordance with the Acceptable Use Policy. Failure to comply with this Acceptable Use Policy may result in disciplinary action, up to and including termination.

The Society requests that any volunteer who believes that a violation of this Acceptable Use Policy or any other Society policy has taken place should report the alleged violation to the Society promptly.

## PROHIBITIONS ON USE

The below prohibitions have been established by the Society to comply with applicable law, ensure reliable and enjoyable service for all of our constituents and volunteers, ensure security and privacy of our (and any third party's) network and systems, maintain the Society's reputation as law-abiding, honorable, and constituent-friendly, and preserve the privacy and security of personal information at all times.

The Society's equipment, electronics, and network may only be used for lawful purposes and under this Acceptable Use Policy and the Terms of Use. Additionally, you are prohibited from using the equipment, electronics, and network as follows:

- In any manner that violates any federal, state, international, or local law or regulation;
- In a manner that materially interferes with our activities or overall business or harms any of our constituents, employees, agents, officers, or directors;
- To disparage, denigrate, insult, or otherwise make pejorative statements about the Society and/or any of its affiliates, directors, officers, employees, volunteers, partners, brand, products, or service;



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- To transmit any content or information that is offensive, lewd, pornographic, defamatory, libelous, harassing, tortious, abusive, illegal, prejudice, discriminatory, or otherwise inappropriate or objectionable;
- To transmit any marketing, advertising or promotional materials, including without limitation any “spam,” “junk mail,” or other deceptive or unsolicited bulk or commercial email;
- To harm, or attempt to harm, minors in any way;
- To impersonate the Society (including any Society officer or employee), any user of our Website and/or Service, or any other person or entity;
- To transmit any content, data, or material that infringes the intellectual property rights or other personal rights (including privacy) of any third parties;
- To transmit any content, data, or material that contains viruses, spyware, spiders, robots, worms, Trojan horses, logic bombs, or any other type of malicious or deleterious programs;
- In any manner that violates any other applicable policy maintained by the Society, including without limitation the Society’s Terms of Use and Data Protection Policy; and
- In any manner that can reasonably be considered contrary to the Society’s goodwill, public image, and overall reputation.

## TELEPHONE USAGE

Society phones should not be used for personal calls.

## COMPUTER SYSTEMS SECURITY

All Volunteers with access to the Society network will be expected to go through a safe computing training class. The computer system provided by the Society and any information stored on it is Society property and will be treated as such. The electronic communications system is provided for the purpose of facilitating the Society’s business.

The Society’s computer systems may contain sensitive information about the organization and confidential information about constituents. The Society’s Data Protection Policy protects the Society’s information systems data and



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Society employees. **Forwarding emails received on a Society email to a personal email address is strictly prohibited.** Employee or constituent information shall not be shared with any third party without express consent as detailed in the Data Protection Policy. This includes third-party event management and messaging sites, such as, but not limited to, Punchbowl, Eventbrite, and Evite.

Volunteers shall change all passwords, including those for the network and individual application access at least every 60 days and must not disclose passwords to anyone. The sharing of account information, user ID's, or passwords is prohibited. Volunteers must not circumvent access controls, malware, firewalls or anything designed to protect the integrity of the system.

Volunteer access to information and resources is limited to that which is required to perform their job function. Attempts to access information that the volunteer is not authorized to access are prohibited. Similarly, personal use of Society technology resources (hardware, software, platforms) is prohibited.

Society technology shall not be used to transmit, retrieve, or store any communication or content that violates this Handbook or any other Society policy, or federal, state, or local law, rule or regulation. Society technology shall not be used for any illegal purposes, gambling, or pornography.

When volunteers use the Society's computer system, they should not assume any electronic communications are private or confidential and should transmit sensitive information in other ways. The Society may need to monitor, access, or review the computer system and its contents for a number of business reasons and it reserves the right to do so. Such access may permit the Society to review and access content of emails, instant messages, and other forms of electronic information. All communications and information transmitted by, received from, or stored in these systems are company records and property of the Society. All such information may be used and disclosed to others, in accordance with business needs, at the Society's discretion.

## **Password**

Volunteers must use complex passwords that include at least one (1) capital letter, one (1) special character and a minimum password length of eight (8) characters. All passwords will expire and must be changed every 60 days.



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Password changes must not to be incremental when changed (i.e., Password\*1 to Password\*2). Passwords shall not include the word “Password” and must not contain any portion of the user’s name. At no time are passwords to be written down, stored as a note on desktop, or stored in a place accessible by others on the network. Employee’s passwords shall not be shared with others.

## **Laptops**

For volunteers that are assigned a laptop, special precautions should be employed at all times to ensure the security of the laptop. Volunteers shall not use non-Society issued laptops without prior permission from the Technology Department. You are responsible for the care of your laptop. Please refer to the Laptop Care Policy provided to you when you received the laptop.

## **Remote Volunteers**

Volunteers authorized to volunteer from home or anywhere that is not a Society office (remote volunteers) shall follow all Society guidelines when running work-related applications. In addition, it is the remote volunteer’s responsibility to provide the proper work environment. It is expected that remote volunteers maintain their own internet connection with their service provider. Remote volunteers are required to have a wired (not Wi-Fi) internet connection with at least 30 MB download and 5 MB upload speed to properly perform their jobs. All remote volunteers must align with the connectivity requirements prior to being granted remote volunteer status and receive technology support from the Society. All equipment that is not the property of the Society will be maintained completely by its owner and will not be supported by the Society Technology staff.

## **EMAIL USAGE & SECURITY**

The Society relies on its email system for distributing business-related information quickly and efficiently to its employees and other constituents. Electronic mail is the property of the Society. Volunteers have no right of personal privacy in any matter stored in, created in, received in, or sent over the Society’s email system. Volunteers shall not retrieve or read any email messages that are not sent to them directly. The Society prohibits unauthorized



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transmission of the Society's confidential information or privileged communications in accordance with the Society's Data Protection Policy.

The Society, in its discretion, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created in, received in, or sent over the email system with or without the permission of the volunteer. The use of passwords or other security measures does not diminish the Society's rights to access materials on its system or create any privacy rights of volunteers in the messages and files on the system.

Volunteers shall not engage in email usage that unnecessarily consumes bandwidth by sending large non-work related files or initiating spam emails or emails to a large group of recipients.

## **Spam**

If you suspect you have received a malicious or spam email forward it as an attachment to **spam@nmss.org** immediately. Please note that you will not receive a response from this inbox. Do not open the email beforehand. Volunteers should be aware that the deletion of email messages or files does not eliminate the messages from the Society's back-up system. All email messages are stored in a central backup system in the normal course of data management.

## **INTERNET USAGE, SECURITY & BANDWIDTH**

The Society provides internet access for work-related activities at all Society offices. The Society reserves the right to monitor all aspects of its computer system, including internet activity. The Society may monitor internet usage as a part of network management, to determine baseline usage and traffic requirements, or to track specific inappropriate usage.

The Society provides internet access to volunteers for business use; however, whether the volunteer is logged into the network or using the Society Wi-Fi, the following limitations will apply:

- Must not violate any Society policy
- Must not involve personal solicitation



- Must not be associated with any outside business activity
- Must not potentially embarrass the Society
- Must not consume an excessive amount of bandwidth. Prohibited activities include downloading or streaming movies, videos, or music.

Volunteers should not use any cloud, software or web-based services that are not formally reviewed or authorized by the Society Technology Department. Volunteers should refrain from using data sharing applications such as, but not limited to, Google docs and Dropbox, without advance approval from the Technology Department.

The Society strictly prohibits users from using Society computers, networks, and/or internet connections for viewing, transmitting, or downloading material that is obscene, pornographic, threatening, or harassing.

The Society reserves the right to eliminate or restrict internet access for volunteers who do not have a job-related need for such access, regardless of whether there has been a finding or a history of abuse of internet access.

## SOCIAL MEDIA

The Society expects that all volunteers exercise personal responsibility and sound judgment whenever participating in social networking whether while volunteering or on their own time.

### **Society Social Media Sites**

No volunteer shall create new Groups or Pages on behalf of the Society without advanced permission from the Society. Only the Society's Social Media Team may post to Society social channels. If a volunteer needs to post on a Society channel, they must submit a request to the Social Media Team at [socialmedia@nmss.org](mailto:socialmedia@nmss.org).

If a volunteer observes a post, comment or response to a post that could harm the reputation of the Society, the volunteer should notify a Society employee.

### **Posts on Individual Social Media Sites Regarding Society Activities**



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The information, photos and videos posted about Society related activities should be respectful of the Society's work and not portray it in a negative light. When sharing posts or drafting posts or comments, volunteers should use their best judgment and be mindful of the connection to the Society. In accordance with the Society's Data Protection Policy, the Society prohibits volunteers from disclosing or discussing any of the Society's confidential or proprietary information, or any information regarding the individuals and constituents it serves. Volunteers shall make it clear that their views and opinions about volunteer-related matters are their own, and do not represent the views and opinions of the Society.

### **Volunteer Posts and Comments on Other Social Media Sites Unrelated to the Society**

The Society expects that all volunteers exercise personal responsibility and sound judgment whenever participating in social networking whether while volunteering or on their own time.

During volunteer hours, volunteers should not spend time on non-Society related sites, unless volunteer-related, so that they can attend to their volunteer commitments. Volunteers that author posts or comments on social media sites that include or endorse discriminatory remarks, hate speech, harassing language, threats of violence, or endorse other illegal conduct may face disciplinary action up to and including termination.

## **BRING YOUR OWN DEVICE (BYOD)**

The Society allows volunteers to bring their own devices for work-related functions. Devices included as part of this policy include smartphones, tablets or any other equipment that is not designed to be docked to a Society workstation. There are several rules that must be followed with BYOD.

All materials, data, communications, and information (including but not limited to e-mail, telephone conversations and voicemail recordings, instant messages, and internet and social media postings and activities) created on, transmitted to, received or printed from, or stored or recorded on the device for purposes of conducting the Society's business or on behalf of the Society are the property of the Society, regardless of who owns the device at issue.



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You should have no expectation of privacy with respect to these materials, data, communications, and information. To that end, the Society reserves the right to monitor, intercept, review, and erase, without further notice, all content created on, transmitted to, received or printed from, or stored or recorded on the device for purposes of conducting the Society's business or on behalf of the Society.

- The Society's Technology team will support connectivity issues to the Society network, but it is the responsibility of the volunteer to contact the device manufacturer for any hardware problems.
- Similarly, if the volunteer experiences problems with their data or cellular service, they should contact the service provider.
- If a volunteer wants to access the internet on a mobile device while at a Society office, the volunteer may either use their service provider or access it through the Society's Wi-Fi. Volunteers should not attempt to directly connect a mobile device to the Society's network.
- The cost of the smartphone or tablet is incurred by the user. The reimbursement of expenses for any cellular or data plan are addressed in the Society' Expense Reimbursement Policy.
- You must use your best efforts to physically secure the device against loss, theft, or use by persons who have not been authorized to access the device. If your device is lost, stolen, accessed by unauthorized persons or otherwise compromised, you must immediately inform the Society's Technology Team so that the Society can assess the damage and, if necessary, remotely erase the entire device.
- You must promptly provide the Society with access to the device when requested or required for the Society's legitimate business purposes, including in the event of any security incident or investigation.

Nothing in this policy is intended to interfere with your rights under federal and state laws, including your right, pursuant to the National Labor Relations Act, to use your personal device to take pictures or make recordings of health, safety, and/or working condition concerns, or of strike, protest, or work-related issues, or other protected concerted activities, nor will the Society construe this policy in a way that limits such rights.