Union Web Policy Amended

Proposer:	Seconder(s):	Contributors:
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Policies affected/related: CSPB Online Conduct Policy, Safe Space Policy, Union Disciplinary Procedures
Policies superseded: Union Web Policy

1. Objectives:

1.1. This policy aims to cover all online content that the Union offers to its membership, including but not limited to: e-mail accounts, social media, mailing lists and websites

    1.1.1. It defines the Online Facilities that the Union agrees to provide and the structure by which we will administrate these services

    1.1.2. It also gives some guidelines as to the requirements for allowable content and software, such as adhering to security guidelines

    1.1.3. It does not include discussion of appropriate content and behaviour which is delegated to the Online Code of Conduct drafted by CSPB

2. Authority:

2.1. The Deputy President (Finance & Services) [DPFS] will have primary responsibility for the provision of Online Facilities, however, this will usually be delegated:

    2.1.1. This will generally be to a member of Staff through the appropriate management structure

    2.1.2. For any appeal of the decision made regarding online provision the DPFS should be the first port of call. There is always however the option of raising this further through the Union Complaints Process if necessary

    2.1.3. As such, where the Union is referred to below this will generally refer to the DPFS or their delegate, though may in some cases refer to any duly mandated Sabbatical or member of staff

    2.1.4. The DPFS or their delegate will have the authority to revoke any of the facilities below if, in their opinion, this policy or any other policy of the Union has been broken or if there is an imminent or serious legal or reputational risk to the Union

        2.1.4.a. This includes particularly the Online Code of Conduct and Safe Space policy

        2.1.4.b. In certain situations this may also lead to an escalation to a Disciplinary Procedure as set out in the relevant policy

2.2. Union Systems Administrators

    2.2.1. The Union will appoint a number of Systems Administrators (SysAdmins) who may be volunteers

        2.2.1.a. The SysAdmins will report to the DPFS who will take reasonable steps to ensure they are adequately supported

    2.2.2. These SysAdmins will be empowered to oversee all Union centrally-hosted websites for Student Groups

        2.2.2.a. Hereafter, the term 'Student Groups' includes Clubs, Societies, Projects, and Management Groups.

        2.2.2.b. The powers awarded to SysAdmins include the management of access permissions for Student Groups to any centrally-run and administered Union Server used for the hosting of Student Group websites.

    2.2.3. They will have the power to set out and enforce, in consultation with the DPFS and other interested parties, sensible guidelines (in Appendix A – Procedural) on how Student Group websites must be administrated. Such guidelines will be advertised to all Student Groups that make use of the provided services and notice substansive change given.

        2.2.3.a. This will generally include guidelines on how to ensure websites are secure and do not expose the Union Servers to undue risk

    2.2.4. The SysAdmins will have the ability to suspend or remove any and all access to centrally run and administered Union Servers used for the hosting of Student Group websites should users contravene any Union Policy, the

guidelines listed in Appendix A, the Online Code of Conduct or pose any other imminent or serious legal or reputational risk to the Union

2.2.4.a. Any such action should be reported to the DPFS and the individuals concerned with the reason for this

2.2.4.b. Any public Student Group website hosted on a server other than a centrally run and administered Union Server must provide a mechanism for the SysAdmin to take that website offline

2.3. Online Code of Conduct

2.3.1. All online behaviour, when it can reasonably be considered to be associated with the Union or a part thereof, will be expected to abide by a code of conduct to be approved by CSPB and reported to the Board of Trustees

2.3.1.a. This includes Social Media, and Student Groups and Clubs will be required to allow Union representatives reasonable access to such items upon request

2.3.1.b. All such presence will also be considered as though on Union Space, with the associated implications from policy and other rules

3. Service Provision

3.1. The Union commits to 3 main services

3.1.1. E-mail addresses

3.1.2. Mailing Lists

3.1.3. Websites

3.2. It will also provide a number of ancillary services that will all be considered to be bound by this policy, including the main union website which will generally have space to advertise member events and groups

4. Minimum Service Expectations

4.1. The Union will commit to supply each Club, Society or Project with a minimum of 1 email account, 1 mailing list and hosting for a website on the Union Servers upon request

4.2. Any additions to this will be considered based on the following criteria:

4.2.1. Is there a demonstrable need

4.2.2. Is the request sustainable or does it have an exceptional circumstance

4.2.3. Does it set a precedent which will significantly tax resources (including staff time)

4.2.4. Has the Student Group relied in the past on the provision of such a service

4.3. Other Student groups such as campaigns will be considered under the above criteria

4.4. The Union will publish on its website, normally at http://imperialcollegeunion.org/about-us/contact-us and in any relevant training documentation the details of who to contact with Union ICT issues

5. Additional Information

5.1. E-mail Accounts

5.1.1. Placing of an individual's name on an account will only be considered where there is a clear representational benefit to advertising this

5.1.2. Resetting of passwords will only be done for the appropriate holder of the account; for most accounts this will be the Chair, Treasurer or Secretary of the Student Group only

5.1.2.a. Excessive requests for password changes may lead to revocation of access until the incumbent holder of the account changes

5.1.3. For any other change of name or e-mail address the account holder must provide a valid reason, such as an official name change of the Student Group, a current typo or inconsistency, etc

5.1.4. The Union reserves the right to impose a standard format for new e-mail addresses

5.1.4.a. Where reasonable all new e-mail addresses should have the prefix "icu." or the name of their constituent Union e.g. icsmsu.doctors@imperial.ac.uk

5.1.4.b. Exceptions to this can be made at the Union's discretion

5.1.5. In extremis, the Union may revoke access to or change the password of an e-mail account.

5.1.5.a. Such circumstances include; a Disciplinary Investigation being commenced against the holder of a Union e-mail account, breach of this policy or any other policy of the Union, imminent or serious legal or reputational risk to the Union

5.1.5.b. Under such circumstances the Union may access e-mails but must inform the current holder of the account

5.1.6. Use of non-college email accounts

5.1.6.a. Non-college e-mail accounts should not generally be used for Union (to include Student Group) correspondence

5.1.6.b. Exceptions to this can be made by the Union, for example for storage of e-mails, where necessary for access to media sharing such as Dropbox or Google Drive, for historical reasons, or for exceptional circumstances

5.1.6.c. These should be reported to the Union who will keep a register of such accounts

5.2. Mailing Lists

5.2.1. The provision at time of writing is using Mailman, which is administrated by College

5.2.1.a. However, this provision and its administration may change if a different system is deemed more appropriate by the Union (such as Mailchimp)

5.2.1.b. For some circumstances distribution lists may be used instead where this is decided between the student group and the Union

5.2.2. The Union reserves the same rights to mailing lists as with e-mail accounts. The Union specifically reserves the following rights to mailing lists:

5.2.2.a. The right to impose a standard format

5.2.2.b. The right to reasonable access and to change passwords where necessary

5.2.3. In addition, Union mailing list owners will be required to accept any request by the Union to add an e-mail account to their mailing list or for moderator or admin rights

5.3. Union Websites

5.3.1. Student Group websites should generally be hosted on a centrally managed Union server

5.3.2. The Union must approve any domain name redirect that a club or student group may wish to use

5.3.2.a. The Union may impose stipulations, stated in Appendix A, on how such a domain name is purchased, owned and operated

5.3.2.b. Any change in these stipulations for existing domains will only be made in consultation with Student Groups affected.

5.3.2.c. Email to Student Group e-mail addresses can be received via such a domain and accounts can be operated as redirects to Student Group e-mail addresses

5.3.3. Under exceptional circumstances the DPFS or Union President may grant an exception to 5.3.1 or 5.3.2.a allowing for an external server or for a new or specific Union server to be used by a Student Group

5.3.3.a. Any such server must provide administrator access to the Union SysAdmins as laid out in 2.2.4.b.

5.3.4. The Union will keep a record of all such domain name and server exceptions

Appendices

A. Procedural