



# Christ's College Guildford

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## Christ's College

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## 1. Introduction and aims

Information and communications technology (ICT) is an integral part of the way our College works, and is a critical resource for Students, staff (including senior leadership teams), governors, volunteers and visitors.

However, the ICT resources and facilities our College uses also pose risks to data protection, online safety and safeguarding.

This policy aims to:

- Set guidelines and rules on the use of College ICT resources for staff, Students, parents and governors
- Establish clear expectations for the way all members of the College community engage with each other online
- Support the College's policy on data protection, online safety and safeguarding
- Prevent disruption to the College through the misuse, or attempted misuse, of ICT systems
- Support the College in teaching Students safe and effective internet and ICT use

This policy covers all users of our College's ICT facilities, including governors, staff, Students, volunteers, contractors and visitors.

Breaches of this policy may be dealt with under our disciplinary policy/behaviour policy.

## 2. Relevant legislation and guidance

This policy refers to, and complies with, the following legislation and guidance:

- [Data Protection Act 2018](#)
- [The General Data Protection Regulation](#)

- [Computer Misuse Act 1990](#)
- [Human Rights Act 1998](#)
- [The Telecommunications \(Lawful Business Practice\) \(Interception of Communications\) Regulations 2000](#)
- [Education Act 2011](#)
- [Freedom of Information Act 2000](#)
- [The Education and Inspections Act 2006](#)
- [Keeping Children Safe in Education 2021](#)
- [Searching, screening and confiscation: advice for Colleges](#)
- [National Cyber Security Centre \(NCSC\)](#)
- [Education and Training \(Welfare of Children Act\) 2021](#)

### 3. Definitions

- **“ICT facilities”**: includes all facilities, systems and services including but not limited to network infrastructure, desktop computers, laptops, tablets, phones, music players or hardware, software, websites, web applications or services, and any device system or service which may become available in the future which is provided as part of the ICT service
- **“Users”**: anyone authorised by the College to use the ICT facilities, including governors, staff, Students, volunteers, contractors and visitors
- **“Personal use”**: any use or activity not directly related to the users’ employment, study or purpose
- **“Authorised personnel”**: employees authorised by the College to perform systems administration and/or monitoring of the ICT facilities
- **“Materials”**: files and data created using the ICT facilities including but not limited to documents, photos, audio, video, printed output, web pages, social networking sites and blogs

See appendix 6 for a glossary of cyber security terminology.

### 4. Unacceptable use

The following is considered unacceptable use of the College’s ICT facilities by any member of the College community. Any breach of this policy may result in disciplinary or behaviour proceedings (see section 4.2 below).

Unacceptable use of the College’s ICT facilities includes:

- Using the College’s ICT facilities to breach intellectual property rights or copyright
- Using the College’s ICT facilities to bully or harass someone else, or to promote unlawful discrimination
- Breaching the College’s policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Online gambling, inappropriate advertising, phishing and/or financial scams
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate or harmful
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth-produced sexual imagery)
- Activity which defames or disparages the College, or risks bringing the College into disrepute

- Sharing confidential information about the College, its Students, or other members of the College community
- Connecting any device to the College's ICT network without approval from authorised personnel
- Setting up any software, applications or web services on the College's network without approval by authorised personnel, or creating or using any program, tool or item of software designed to interfere with the functioning of the ICT facilities, accounts or data
- Gaining, or attempting to gain, access to restricted areas of the network, or to any password-protected information, without approval from authorised personnel
- Allowing, encouraging or enabling others to gain (or attempt to gain) unauthorised access to the College's ICT facilities
- Causing intentional damage to ICT facilities
- Removing, deleting or disposing of ICT equipment, systems, programs or information without permission by authorised personnel
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not supposed to have access, or without authorisation
- Using inappropriate or offensive language
- Promoting a private business, unless that business is directly related to the College
- Using websites or mechanisms to bypass the College's filtering mechanisms
- Engaging in content or conduct that is radicalised, extremist, racist, anti-Semitic or discriminatory in any other way

This is not an exhaustive list. The College reserves the right to amend this list at any time. The Principal will use professional judgement to determine whether any act or behaviour not on the list above is considered unacceptable use of the College's ICT facilities.

## **4.1 Sanctions**

Students and staff who engage in any of the unacceptable activity listed above may face disciplinary action in line with the College's policies on behaviour, staff discipline and code of conduct. (Policies can be found on the College Website)

## **5. Staff (including governors, volunteers, and contractors)**

### **5.1 Access to College ICT facilities and materials**

The College's network manager manages access to the College's ICT facilities and materials for College staff. That includes, but is not limited to:

- Computers, tablets, mobile phones and other devices
- Access permissions for certain programmes or files

Staff will be provided with unique log-in/account information and passwords that they must use when accessing the College's ICT facilities.

Staff who have access to files they are not authorised to view or edit, or who need their access permissions updated or changed, should contact the SBM/Network manager.

#### **5.1.1 Use of phones and email**

The College provides each member of staff with an email address.

This email account should be used for work purposes only. Staff should enable multi-factor authentication on their email accounts.

All work-related business should be conducted using the email address the College has provided.

Staff must not share their personal email addresses with parents and Students, and must not send any work-related materials using their personal email account.

Staff must take care with the content of all email messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

Email messages are required to be disclosed in legal proceedings or in response to requests from individuals under the Data Protection Act 2018 in the same way as paper documents. Deletion from a user's inbox does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable.

Staff must take extra care when sending sensitive or confidential information by email. Any attachments containing sensitive or confidential information should be encrypted so that the information is only accessible by the intended recipient.

If staff receive an email in error, the sender should be informed and the email deleted. If the email contains sensitive or confidential information, the user must not make use of that information or disclose that information.

If staff send an email in error that contains the personal information of another person, they must inform the Business Manager immediately and follow our data breach procedure.

Staff must not give their personal phone numbers to parents or Students. Staff must use phones provided by the College to conduct all work-related business.

College phones must not be used for personal matters.

Staff who are provided with mobile phones as equipment for their role must abide by the same rules for ICT acceptable use as set out in section 4.

## **5.2 Personal use**

Staff are permitted to occasionally use College ICT facilities for personal use subject to certain conditions set out below. Personal use of ICT facilities must not be overused or abused. The SBM may withdraw permission for it at any time or restrict access at their discretion.

Personal use is permitted provided that such use:

- Does not take place during non-break time.
- Does not constitute 'unacceptable use', as defined in section 4
- Takes place when no Students are present
- Does not interfere with their jobs, or prevent other staff or Students from using the facilities for work or educational purposes

Staff may not use the College's ICT facilities to store personal non-work-related information or materials (such as music, videos or photos).

Staff should be aware that use of the College's ICT facilities for personal use may put personal communications within the scope of the College's ICT monitoring activities (see section 5.5). Where breaches of this policy are found, disciplinary action may be taken.

Staff are also permitted to use their personal devices (such as mobile phones or tablets) in line with the College's mobile phone policy.

Staff should be aware that personal use of ICT (even when not using College ICT facilities) can impact on their employment by, for instance, putting personal details in the public domain, where Students and parents could see them.

Staff should take care to follow the College's guidelines on social media (see appendix 1) and use of email (see section 5.1.1) to protect themselves online and avoid compromising their professional integrity.

### **5.2.1 Personal social media accounts**

Members of staff should ensure their use of social media, either for work or personal purposes, is appropriate at all times.

The College has guidelines for staff on appropriate security settings for Facebook accounts (see appendix 1).

### **5.3 Remote access**

We allow staff to access the College's ICT facilities and materials remotely. They should dial in using a virtual private network (VPN).

Staff accessing the College's ICT facilities and materials remotely must abide by the same rules as those accessing the facilities and materials on-site. Staff must be particularly vigilant if they use the College's ICT facilities outside the College and take such precautions as the Network Manager may require from time to time against importing viruses or compromising system security.

Our ICT facilities contain information which is confidential and/or subject to data protection legislation. Such information must be treated with extreme care and in accordance with our [data protection policy](#).

### **5.4 College social media accounts**

The College has an official Facebook and Twitter page, managed by the Communications Officer. Staff members who have not been authorised to manage, or post to, the account, must not access, or attempt to access the account.

The College has guidelines for what can and cannot be posted on its social media accounts. Those who are authorised to manage the account must ensure they abide by these guidelines at all times.

### **5.5 Monitoring of College network and use of ICT facilities**

The College reserves the right to monitor the use of its ICT facilities and network. This includes, but is not limited to, monitoring of:

- Internet sites visited
- Bandwidth usage
- Email accounts
- Telephone calls
- User activity/access logs
- Any other electronic communications

Only authorised ICT staff may inspect, monitor, intercept, assess, record and disclose the above, to the extent permitted by law.

The College monitors ICT use in order to:

- Obtain information related to College business
- Investigate compliance with College policies, procedures and standards
- Ensure effective College and ICT operation
- Conduct training or quality control exercises
- Prevent or detect crime
- Comply with a subject access request, Freedom of Information Act request, or any other legal obligation

## **6. Students**

### **6.1 Access to ICT facilities**

- Computers and equipment in the College's ICT suite are available to Students only under the supervision of staff.

- Specialist ICT equipment, such as that used for music, or design and technology, must only be used under the supervision of staff.

## 6.2 Search and deletion

Under the Education Act 2011, and in line with the Department for Education's [guidance on searching, screening and confiscation](#), the College has the right to search Students' phones, computers or other devices for pornographic images or any other data or items banned under College rules or legislation.

The College can, and will, delete files and data found on searched devices if we believe the data or file has been, or could be, used to disrupt teaching or break the College's rules.

Staff members may also confiscate devices for evidence to hand to the police, if a pupil discloses that they are being abused and that this abuse contains an online element.

## 6.3 Unacceptable use of ICT and the internet outside of College

The College will sanction Students, in line with the [behaviour policy](#), if a pupil engages in any of the following **at any time** (even if they are not on College premises):

- Using ICT or the internet to breach intellectual property rights or copyright
- Using ICT or the internet to bully or harass someone else, or to promote unlawful discrimination
- Breaching the College's policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth produced sexual imagery)
- Activity which defames or disparages the College, or risks bringing the College into disrepute
- Sharing confidential information about the College, other Students, or other members of the College community
- Gaining or attempting to gain access to restricted areas of the network, or to any password protected information, without approval from authorised personnel
- Allowing, encouraging, or enabling others to gain (or attempt to gain) unauthorised access to the College's ICT facilities
- Causing intentional damage to ICT facilities or materials
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not supposed to have access, or without authorisation
- Using inappropriate or offensive language

## 7. Parents

### 7.1 Access to ICT facilities and materials

Parents do not have access to the College's ICT facilities as a matter of course.

However, parents working for, or with the College in an official capacity (for instance, as a volunteer or as a member of the PTA) may be granted an appropriate level of access, or be permitted to use the College's facilities at the Principal's discretion.

Where parents are granted access in this way, they must abide by this policy as it applies to staff.

### 7.2 Communicating with or about the College online

We believe it is important to model for Students, and help them learn, how to communicate respectfully with, and about, others online.

Parents play a vital role in helping model this behaviour for their children, especially when communicating with the College through our website and social media channels.

We ask parents to sign the agreement in appendix 2.

## **8. Data security**

The College is responsible for making sure it has the appropriate level of security protection and procedures in place. It therefore takes steps to protect the security of its computing resources, data and user accounts. However, the College cannot guarantee security. Staff, Students, parents and others who use the College's ICT facilities should use safe computing practices at all times.

### **8.1 Passwords**

All users of the College's ICT facilities should set strong passwords for their accounts and keep these passwords secure.

Users are responsible for the security of their passwords and accounts, and for setting permissions for accounts and files they control.

Members of staff or Students who disclose account or password information may face disciplinary action. Parents or volunteers who disclose account or password information may have their access rights revoked.

All staff will use a password manager to help them store their passwords securely. Teachers will generate passwords for Students using a password manager and keep these in a secure location in case Students lose or forget their passwords.

### **8.2 Software updates, firewalls and anti-virus software**

All of the College's ICT devices that support software updates, security updates and anti-virus products will be configured to perform such updates regularly or automatically.

Users must not circumvent or make any attempt to circumvent the administrative, physical and technical safeguards we implement and maintain to protect personal data and the College's ICT facilities.

Any personal devices using the College's network must all be configured in this way.

### **8.3 Data protection**

All personal data must be processed and stored in line with data protection regulations and the College's [data protection policy](#).

### **8.4 Access to facilities and materials**

All users of the College's ICT facilities will have clearly defined access rights to College systems, files and devices.

These access rights are managed by the Network Manager/SBM/Vice Principal

Users should not access, or attempt to access, systems, files or devices to which they have not been granted access. If access is provided in error, or if something a user should not have access to is shared with them, they should alert the SBM immediately.

Users should always log out of systems and lock their equipment when they are not in use to avoid any unauthorised access. Equipment and systems should always be logged out of and closed down completely at the end of each working day.

### **8.5 Encryption**

The College ensures that its devices and systems have an appropriate level of encryption.



College staff may only use personal devices (including computers and USB drives) to access College data, work remotely, or take personal data (such as pupil information) out of College if they have been specifically authorised to do so by the Principal.

Use of such personal devices will only be authorised if the devices have appropriate levels of security and encryption, as defined by the Network Manager.

## 9. Protection from cyber attacks

Please see the glossary (appendix 6) to help you understand cyber security terminology.

The College will:

- Work with governors and the IT department to make sure cyber security is given the time and resources it needs to make the College secure
- Provide annual training for staff (and include this training in any induction for new starters, if they join outside of the College's annual training window) on the basics of cyber security, including how to:
  - Check the sender address in an email
  - Respond to a request for bank details, personal information or login details
  - Verify requests for payments or changes to information
- Make sure staff are aware of its procedures for reporting and responding to cyber security incidents
- Investigate whether our IT software needs updating or replacing to be more secure
- Not engage in ransom requests from ransomware attacks, as this would not guarantee recovery of data
- Put controls in place that are:
  - **'Proportionate'**: the College will verify this using a third-party audit (such as [this one](#)) - annually, to objectively test that what it has in place is up to scratch
  - **Multi-layered**: everyone will be clear on what to look out for to keep our systems safe
  - **Up-to-date**: with a system in place to monitor when the College needs to update its software
  - **Regularly reviewed and tested**: to make sure the systems are as up to scratch and secure as they can be
- Back up critical data daily and store these backups on our cloud based backup systems.
- Delegate specific responsibility for maintaining the security of our management information system (MIS) to our cloud-based provider.
- Make sure staff:
  - Dial into our network using a virtual private network (VPN) when working from home
  - Enable multi-factor authentication where they can, on things like College email accounts
  - Store passwords securely using a password manager
- Make sure ICT staff conduct regular access reviews to make sure each user in the College has the right level of permissions and admin rights
- Have a firewall in place that is switched on
- Check that its supply chain is secure, for example by asking suppliers about how secure their business practices are and seeing if they have the [Cyber Essentials](#) certification
- Develop, review and test an incident response plan with the IT department, for example, including how the College will communicate with everyone if communications go down, who will be

contacted when, and who will notify [Action Fraud](#) of the incident. This will be reviewed and tested every 6 months and after a significant event has occurred, using the NCSC's '[Exercise in a Box](#)'

- Work with our Trust to see what it can offer the College regarding cyber security, such as advice on which service providers to use or assistance with procurement

## **10. Monitoring and review**

The Principal and SBM/Network Manager monitor the implementation of this policy, including ensuring it is updated to reflect the needs and circumstances of the College.

This policy will be reviewed every 3 years.

The governing board is responsible for approving this policy.

## **11. Related policies**

This policy should be read alongside the College's policies on:

- Safeguarding and child protection
- Behaviour
- Staff discipline
- Data protection
- Remote learning
- Mobile phone usage

## Appendix 1: Facebook cheat sheet for staff

### Don't accept friend requests from pupils on social media

#### 10 rules for College staff on Facebook

1. Change your display name – use your first and middle name, use a maiden name, or put your surname backwards instead
2. Change your profile picture to something unidentifiable, or if not, ensure that the image is professional
3. Check your privacy settings regularly
4. Be careful about tagging other staff members in images or posts
5. Don't share anything publicly that you wouldn't be just as happy showing your Students
6. Don't use social media sites during College hours
7. Don't make comments about your job, your colleagues, our College or your Students online – once it's out there, it's out there
8. Don't associate yourself with the College on your profile (e.g. by setting it as your workplace, or by 'checking in' at a College event)
9. Don't link your work email address to your social media accounts. Anyone who has this address (or your personal email address/mobile number) is able to find you using this information
10. Consider uninstalling the Facebook app from your phone. The app recognises wifi connections and makes friend suggestions based on who else uses the same wifi connection (such as parents or Students)

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#### Check your privacy settings

- Change the visibility of your posts and photos to '**Friends only**', rather than 'Friends of friends'. Otherwise, Students and their families may still be able to read your posts, see things you've shared and look at your pictures if they're friends with anybody on your contacts list
- Don't forget to check your **old posts and photos** – go to [bit.ly/2MdQXMN](https://bit.ly/2MdQXMN) to find out how to limit the visibility of previous posts
- The public may still be able to see posts you've '**liked**', even if your profile settings are private, because this depends on the privacy settings of the original poster
- **Google your name** to see what information about you is visible to the public
- Prevent search engines from indexing your profile so that people can't **search for you by name** – go to [bit.ly/2zMdVht](https://bit.ly/2zMdVht) to find out how to do this
- Remember that **some information is always public**; your display name, profile picture, cover photo, user ID (in the URL for your profile), country, age range and gender

#### What to do if...

##### A pupil adds you on social media

- In the first instance, ignore and delete the request. Block the pupil from viewing your profile

- Check your privacy settings again, and consider changing your display name or profile picture
- If the pupil asks you about the friend request in person, tell them that you're not allowed to accept friend requests from Students and that if they persist, you'll have to notify senior leadership and/or their parents. If the pupil persists, take a screenshot of their request and any accompanying messages
- Notify the senior leadership team or the Principal about what's happening

### **A parent adds you on social media**

- It is at your discretion whether to respond. Bear in mind that:
  - Responding to one parent's friend request or message might set an unwelcome precedent for both you and other teachers at the College
  - Students may then have indirect access through their parent's account to anything you post, share, comment on or are tagged in
- If you wish to decline the offer or ignore the message, consider drafting a stock response to let the parent know that you're doing so

### **You're being harassed on social media, or somebody is spreading something offensive about you**

- **Do not** retaliate or respond in any way
- Save evidence of any abuse by taking screenshots and recording the time and date it occurred
- Report the material to Facebook or the relevant social network and ask them to remove it
- If the perpetrator is a current pupil or staff member, our mediation and disciplinary procedures are usually sufficient to deal with online incidents
- If the perpetrator is a parent or other external adult, a senior member of staff should invite them to a meeting to address any reasonable concerns or complaints and/or request they remove the offending comments or material
- If the comments are racist, sexist, of a sexual nature or constitute a hate crime, you or a senior leader should consider contacting the police

## Appendix 2: Acceptable use of the internet: agreement for parents and carers

### Acceptable use of the internet: agreement for parents and carers

**Name of parent/carer:**

**Name of child:**

Online channels are an important way for parents/carers to communicate with, or about, our College. The College uses the following channels:

- Our official Facebook & Twitter page
- Email/text groups for parents (for College announcements and information)
- Our virtual learning platform

Parents/carers also set up independent channels to help them stay on top of what's happening in their child's class. For example, class/year Facebook groups, email groups, or chats (through apps such as WhatsApp).

When communicating with the College via official communication channels, or using private/independent channels to talk about the College, I will:

- Be respectful towards members of staff, and the College, at all times
- Be respectful of other parents/carers and children
- Direct any complaints or concerns through the College's official channels, so they can be dealt with in line with the College's complaints procedure

I will not:

- Use private groups, the College's Facebook/Twitter page, or personal social media to complain about or criticise members of staff. This is not constructive and the College can't improve or address issues if they aren't raised in an appropriate way
- Use private groups, the College's Facebook page, or personal social media to complain about, or try to resolve, a behaviour issue involving other Students. I will contact the College and speak to the appropriate member of staff if I'm aware of a specific behaviour issue or incident
- Upload or share photos or videos on social media of any child other than my own, unless I have the permission of other children's parents/carers

**Signed:**

**Date:**

### Appendix 3: Acceptable use agreement for students

#### Acceptable use of the College's ICT facilities and internet: agreement for Students and parents/carers

Name of pupil:

When using the College's ICT facilities and accessing the internet in College, I will not:

- Use them for a non-educational purpose
- Use them without a teacher being present, or without a teacher's permission
- Use them to break College rules
- Access any inappropriate websites
- Access social networking sites (unless my teacher has expressly allowed this as part of a learning activity)
- Use chat rooms
- Open any attachments in emails, or follow any links in emails, without first checking with a teacher
- Use any inappropriate language when communicating online, including in emails
- Share any semi-nude or nude images, videos or livestreams, even if I have the consent of the person or people in the photo
- Share my password with others or log in to the College's network using someone else's details
- Bully other people

I understand that the College will monitor the websites I visit and my use of the College's ICT facilities and systems.

I will immediately let a teacher or other member of staff know if I find any material which might upset, distress or harm me or others.

I will always use the College's ICT systems and internet responsibly.

I understand that the College can discipline me if I do certain unacceptable things online, even if I'm not in College when I do them.

Signed (pupil):

Date:

**Parent/carer agreement:** I agree that my child can use the College's ICT systems and internet when appropriately supervised by a member of College staff. I agree to the conditions set out above for Students using the College's ICT systems and internet, and for using personal electronic devices in College, and will make sure my child understands these.

Signed (parent/carer):

Date:

## Appendix 4: Acceptable use agreement for staff, governors, volunteers and visitors

### Acceptable use of the College's ICT facilities and the internet: agreement for staff, governors, volunteers and visitors

**Name of staff member/governor/volunteer/visitor:**

When using the College's ICT facilities and accessing the internet in College, or outside College on a work device, I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the College's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the College's network
- Share my password with others or log in to the College's network using someone else's details
- Share confidential information about the College, its Students or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote private businesses, unless that business is directly related to the College

I understand that the College will monitor the websites I visit and my use of the College's ICT facilities and systems.

I will take all reasonable steps to ensure that work devices are secure and password-protected when using them outside College, and keep all data securely stored in accordance with this policy and the College's data protection policy.

I will let the designated safeguarding lead (DSL) and Network manager know if a pupil informs me they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the College's ICT systems and internet responsibly, and ensure that Students in my care do so too.

**Signed (staff member/governor/volunteer/visitor):**

**Date:**

## Appendix 5: Glossary of cyber security terminology

These key terms will help you to understand the common forms of cyber attack and the measures the College will put in place. They're from the National Cyber Security Centre (NCSC) [glossary](#).

TERM	DEFINITION
<b>Antivirus</b>	Software designed to detect, stop and remove malicious software and viruses.
<b>Cloud</b>	Where you can store and access your resources (including data and software) via the internet, instead of locally on physical devices.
<b>Cyber attack</b>	An attempt to access, damage or disrupt your computer systems, networks or devices maliciously.
<b>Cyber incident</b>	Where the security of your system or service has been breached.
<b>Cyber security</b>	The protection of your devices, services and networks (and the information they contain) from theft or damage.
<b>Download attack</b>	Where malicious software or a virus is downloaded unintentionally onto a device without the user's knowledge or consent.
<b>Firewall</b>	Hardware or software that uses a defined rule set to constrain network traffic – this is to prevent unauthorised access to or from a network.
<b>Hacker</b>	Someone with some computer skills who uses them to break into computers, systems and networks.
<b>Malware</b>	Malicious software. This includes viruses, trojans or any code or content that can adversely impact individuals or organisations.
<b>Patching</b>	Updating firmware or software to improve security and/or enhance functionality.
<b>Pentest</b>	Short for penetration test. This is an authorised test of a computer network or system to look for security weaknesses.
<b>Phishing</b>	Untargeted, mass emails sent to many people asking for sensitive information (like bank details) or encouraging them to visit a fake website.
<b>Ransomware</b>	Malicious software that stops you from using your data or systems until you make a payment.



TERM	DEFINITION
<b>Social engineering</b>	Manipulating people into giving information or carrying out specific actions that an attacker can use.
<b>Spear-phishing</b>	A more targeted form of phishing where an email is designed to look like it's from a person the recipient knows and/or trusts.
<b>Trojan</b>	A type of malware/virus designed to look like legitimate software that can be used to hack a victim's computer.
<b>Two-factor/multi-factor authentication</b>	Using 2 or more different components to verify a user's identity.
<b>Virus</b>	Programs designed to self-replicate and infect legitimate software programs or systems.
<b>Virtual Private Network (VPN)</b>	An encrypted network which allows remote users to connect securely.
<b>Whaling</b>	Highly targeted phishing attacks (where emails are made to look legitimate) aimed at senior executives.