

## IT & USER ACCESS POLICY

v1.0 (last updated Jun-25)

### Introduction

At Sunshine Coast Breastfeeding Support, we use online platforms and cloud-based systems to help us deliver our services, communicate with families, organise events, and run the charity effectively. This policy is to set out clear expectations for how trustees, volunteers, peer supporters, and any individuals acting on behalf of the charity should use these platforms and accounts responsibly. It is designed to help us protect personal data, maintain confidentiality, and ensure our IT systems remain secure. This policy works alongside our Confidentiality Policy, Data Protection Policy, and Safeguarding Policy, and applies to anyone who has access to any of the charity's digital systems, files, devices, or communication platforms.

### Devices and Access

Access to charity online platforms and accounts is provided as necessary, depending on the role an individual holds within the organisation. Where individuals use their personal devices to access charity information, they are expected to take reasonable steps to keep that data secure. This includes using up-to-date antivirus software, keeping operating systems current, and securing devices with screen locks and passwords. Access to accounts and data is granted only where required for the work being carried out, and access will be reviewed and removed when a person's involvement with the charity ends.

### Passwords and Account Security

Passwords used to access charity online platforms and accounts must be strong, unique, and must not be shared with others. Accounts access must be strictly limited to authorised users and carefully managed by trustees. Any lost, stolen, or potentially compromised login details must be reported to the charity's Data Protection Lead immediately so that appropriate action can be taken.

### Use of Cloud Storage and Communication Platforms

Charity information and files should only be stored on secure, approved cloud storage platforms. Personal email accounts or messages must not be used for sharing or storing confidential charity information. Emails containing sensitive or personal information must only be sent to those who are authorised to receive them. Confidential information must not be

discussed or shared via public forums, social media, or non-approved apps, to maintain privacy and protect those who use our services.

### Data Protection and Confidentiality

All users must comply with our Data Protection Policy and Confidentiality Policy at all times. Personal and sensitive information should be handled with great care, securely stored, and only shared on a strictly need-to-know basis. If any data breach, accidental disclosure, or security incident occurs, it must be reported to the charity's Data Protection Lead without delay, so that it can be investigated and appropriate steps taken.

### IT Support and Reporting Issues

Any technical difficulties, suspicious activities, or lost devices should be reported to a trustee as soon as possible. Where applicable, data should be backed up regularly to ensure that important information is not lost. The trustees will periodically review IT systems and access arrangements to ensure they remain secure and fit for purpose.

### Acceptable Use

The charity's online platforms, cloud-based systems, and accounts must only be used for activities directly related to the charity's work. Access to these systems is provided for the sole purpose of carrying out charity duties and supporting the families who use our services. Users must not use charity accounts or platforms for personal or unrelated activities. All users are expected to use these systems responsibly and appropriately, and must not access, upload, store, or share any offensive, illegal, or harmful content through the charity's online systems or communication channels.

### Changes to This Policy

We may update this IT & User Access Policy from time to time to reflect changes in the law or our practices. The latest version will always be published on our website and dated clearly at the top of the page.

### How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at [info@sunshinecoastbreastfeedingsupport.com](mailto:info@sunshinecoastbreastfeedingsupport.com).