

Union Web Policy

Proposer:
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President (Finance &
Services)

Seconders(s):
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Contributors:
Union Systems
Administrators

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Policies superseded: Union Web Policy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 what we should provide and the structure by which we will administrate these services
 - 1.1.2. It also gives some guidelines as to the requirements for content to be allowed by the union; such as adhering to security guidelines
 - 1.1.3. It does not include discussion of appropriate content and behaviour which the Union will delegate to the Online Code of Conduct to be 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 a 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 will be empowered to oversee all Union hosted websites for Student Groups
 - 2.2.2.a. This includes granting access to Union servers and monitoring of any specific servers – such as Media or ICradio
 - 2.2.3. They will have the power to set out and enforce, in consultation with the DPFS, sensible guidelines (in Appendix A – Procedural) on how such sites must be administrated

- 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 or remove content should it contravene any of the guidelines listed here, the Online Conduct Policy or pose any other 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
- 2.3. 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 drafted by CSPB
 - 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 will commit 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 student club, society or project with a minimum of 1 email account, 1 mailing list and a dedicated webspace 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)
- 4.3. Other member groups such as campaigns will be considered under the above criteria
- 4.4. The Union will publish on 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 owner of the account; for most accounts this will be the Chair, Treasurer or Secretary of the group only
 - 5.1.2.a. Excessive requests for password changes may lead to revocation of access

- 5.1.3. For any other change of name or e-mail address this must prove a valid reason, such as an official name change of the club, 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. The Union will be allowed reasonable access to any union e-mail account and reserves the right to change passwords and access if it is deemed necessary
 - 5.1.5.a. For example as part of a disciplinary investigation
- 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 CSP and Student Group) correspondence
 - 5.1.6.b. Exception to this can be made for storage of e-mails or where necessary for access to media sharing such as dropbox or googledrive, 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 it's administration may change if a different system is deemed more appropriate (such as Mailchimp)
 - 5.2.1.b. For some circumstances distribution lists may be used instead
 - 5.2.2. The Union reserves the same rights as with e-mail accounts including:
 - 5.2.2.a. The right to impose a standard format on mailing lists
 - 5.2.2.b. The right to reasonable access and to change passwords where necessary
 - 5.2.3. In addition, 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. All websites must 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 on how such a domain name is purchased, owned and operated
 - 5.3.2.b. Emails from such a domain can be operated as redirects to a club or student group e-mail address
 - 5.3.3. Under exceptional circumstance the DPFS or Union President may grant an exception to the usual server rules either for an external server or for a new or specific Union server to be used
 - 5.3.3.a. Any such server must provide administrator access to the Union SysAdmins
 - 5.3.4. The Union will keep a record of all such domain name and server exceptions

Appendices

A. Procedural