

# Instant Messaging Use Policy

## Security Policy Template

Version: 01

Original Effective Date:

Version Effective Date:

Replaces: N/A

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**Scope** This policy applies to the entire [Corporation](#).

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**Purpose** This policy describes the standards pertaining to the use of [Instant Messaging](#) technology and is being implemented to:

- Outline the limitations of the use of this technology,
  - Protect company information,
  - Describe the expectation of privacy when using the company provided system, and
  - Outline the rules applied when using the company provided system.
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**Policy** The use of Instant Messaging technology, also known as [Chat](#), is limited to the capabilities provided by company on internal network services. Workforce members must use the Instant Messaging service provided in a manner that protects company assets and [Confidential Information](#).

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**Rules** The following rules apply:

1	Use of the company Instant Messaging service is for business purposes only. No personal use of the Instant Messaging service is permitted.
2	<a href="#">Workforce</a> members have no expectation of privacy while using the company Instant Messaging service.
3	Information sent or received via the company Instant Messaging service is stored for 14 days only.
4	Misuse of the company Instant Messaging service will not be tolerated. Examples of misuse include, but are not limited to: <ul style="list-style-type: none"><li>• Unauthorized user</li><li>• Disclosure of <a href="#">Confidential Information</a></li><li>• Offensive jokes or materials</li><li>• Defamatory statements</li><li>• Use of profanity</li></ul> Misuse of Instant Messaging also includes the use of this service for any purpose restricted or prohibited by laws or regulations. Illegal use may include, but is not limited to: <ul style="list-style-type: none"><li>• Obscenity</li><li>• Child pornography</li><li>• Threats</li><li>• Harassment</li></ul>

	<ul style="list-style-type: none"> <li>• Theft</li> <li>• Violation of copyright, trademark, or defamation laws</li> </ul>
5	A Workforce member may not save or publish another Workforce member's message(s) or attachment(s) unless authorized.

**Receipt of Inappropriate Message**

When a Workforce member receives any information via Instant Messaging that violates this policy, the Workforce member must notify the Human Resources Department or the Security and Privacy Office according to the type of perceived violation.

**Definitions**

Key terms and acronyms used in this policy:

<b>Chat</b>	A real time conferencing capability between two or more users on a local network (LAN) or on the Internet.
<b>Confidential Information</b>	Any information that meets any of the following criteria, whether in electronic or print media, oral or written: <ul style="list-style-type: none"> <li>• Protected Health Information</li> <li>• Sensitive Information</li> <li>• Proprietary Information</li> <li>• Certain employment-related records and information specifically protected under federal or state law, including but not limited to the Americans with Disabilities Act ("ADA") and Family and Medical Leave Act ("FMLA") and other sensitive employment information</li> <li>• Family Educational Rights and Privacy Act records</li> <li>• Provider and facility credentialing and re-credentialing information and records</li> <li>• Third party information, data, software, manuals and other materials that company has agreed to maintain in confidence pursuant to a written contract or non-disclosure agreement</li> <li>• Information otherwise protected by state or federal law</li> </ul>
<b>Instant Messaging</b>	Exchanging messages electronically in real time between two or more people, also known as Chat.
<b>Workforce</b>	Employees, volunteers, trainees, and others whose conduct in the performance of work for a company.

**Rationale/ Source**

This policy complies with requirements of the following:

**Cross-References**

For additional information, refer to the following:

Document Name
<a href="#">Internet Policy</a>
DocuWare Index Number:

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**Formal Review or Revision Date History**

This policy was reviewed or revised, and approved as documented below:

Version and Approval Date	Version and Approval Date	Version and Approval Date
V01		

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**Governance**

Responsibility for adoption and/or implementation of this policy is as follows: