

FOREST HILL MEDICAL CENTRE Internet and Email Policy

Current as of: 25/02/2026

Forest Hill Medical Centre recognises that the practice team requires access to email and the internet to assist in the efficient and safe delivery of healthcare services to our patients. The practice supports the right of team members to have access to reasonable personal use of the internet and email communications in the workplace using the devices and networks provided by the practice.

Purpose and Objectives

This policy sets out guidelines for acceptable use of internet and email by practice team members and contractors engaged by Forest Hill Medical Centre. Internet and email are provided primarily to assist the team to carry out the duties of their role.

Scope

This policy applies to practice team members and contractors who access the internet and email on practice-owned devices, including but not limited to desk phones, smartphones, tablets, laptops, desktop computers, iPads and other tablet devices.

Use of the internet is permitted and encouraged where it supports the goals and objectives of Forest Hill Medical Centre. Team members and contractors must adhere to this policy.

Violation of this policy could result in:

- Disciplinary and/or legal action
- Termination of employment or contract
- Personal liability for damages caused by violations of this policy

All employees and contractors are required to confirm they have understood and agree to abide by this email and internet policy.

Policy Content

Practice team members and contractors may use internet and email access provided by Forest Hill Medical Centre for:

- Work and work-related purposes
- Limited personal use
- Extended personal use under specific circumstances

Limited personal use is permitted where it:

- Is infrequent and brief
- Does not interfere with duties of other team members
- Does not interfere with practice operations
- Does not compromise practice security
- Does not impact electronic storage capacity
- Does not decrease network performance
- Does not incur additional expense for the practice

Any use of internet or email must not violate legislation or compromise confidentiality requirements of the practice.

Unacceptable Internet and Email Use

- Creating or exchanging messages that are offensive, harassing, obscene or threatening
- Visiting websites containing objectionable or criminal material
- Exchanging confidential or sensitive practice information
- Creating, storing or exchanging information in violation of copyright laws
- Using internet-enabled activities such as gambling, gaming, conducting a business or illegal activities
- Creating or exchanging advertisements, solicitations, chain letters or bulk emails
- Playing electronic or online games during work time

Policy Review Statement

This policy will be reviewed regularly to ensure it reflects current processes, procedures and legislation requirements.

Next Review: February 2027