



Information/IT Access Control Policy

(Covers: Pre-employment verification checks, information security awareness and training, how access to information and information systems must be controlled, and who is responsible.)

1.0 Policy Statement

Gloucestershire County Council (the council) accepts that information is a valuable asset and must be managed with care. This policy sets out how access to information and information systems should be controlled and aims to ensure that users are suitably trained to understand their responsibilities when accessing information and information systems applicable for their role. **It is a requirement that all users read and accept this policy.**

2.0 Scope

This policy applies to all employees, partners, contractors, agents of the council and other third parties (users) who require any form of access to the council's information (whether in paper or electronic form) and information systems.

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This policy should be adhered to at all times when accessing information in any form and from any device. Questions regarding the content or application of this policy should be directed to informationsecurity@gloucestershire.gov.uk.

3.0 Risk Management

The council recognises that there are risks associated with using information and accessing IT equipment.

This policy aims to ensure appropriate use and access of information held by the council which will help to mitigate the following risks:

- Harm to individuals
- Damage to the council's reputation
- Potential legal action and/or fines against the council and/or individual(s)
- Inappropriate access to the council's information
- Theft, fraud or misuse of information

- Viruses and other malicious software
- Service disruption

4.0 Responsibilities

4.1 HR Responsibility

HR is responsible for ensuring that the recruitment checks required by legislation and statutory bodies are incorporated into the council's recruitment and selection process for all potential employees. HR will review recruitment checks with relevant service areas to ensure this is maintained and updated.

4.2 User responsibility

All users are bound by the council's [Code of Conduct for Employees](#) to maintain the confidentiality of the information they access; and must not use the information for unauthorised purposes.

Users must:

- Read and understand the council's information security policies which can be found [Information Management and Security Policies](#), and adhere to these policies at all times.
- Undertake and apply information security training made available to them.
- Access [personal or special category \(sensitive\) information](#) only on a need to know basis i.e. they must access only those records necessary to undertake their work. Accessing other records or accounts for any other purpose may be dealt with under the council's [Performance Management Capability Procedure](#) and in serious cases, may be treated as gross misconduct leading to summary dismissal.
- Follow good security practices in the selection and use of passwords (see the [Passwords](#) guidance on StaffNet for more information) and ensure that their password is only known to and used by them. Any user that suspects their password has been compromised must report the incident to the ICT Service Desk via their [Service Now](#) portal and change all passwords in line with the Password Construction guidelines.
- Leave nothing on display and secure anything that may contain access information such as user ID's, or tokens.
- Ensure that when allowing other authorised users/third parties access to their desktop/IT equipment, they do not allow them access to information and systems they are not entitled to view e.g. when using webinars or service desk facilities
- Ensure that paper documents containing [personal or special category \(sensitive\) information](#) are stored securely in line with the council's [Information Protection and Handling Standards](#).

- Ensure that files and documents (including business information on their OneDrive or email account) are deleted, archived or transferred to another employee in line with retention schedules requirements and any local agreements that exist. Guidance on storing and maintaining data can be found on StaffNet by following the link [Electronic records management \(e-storage\)](#).
- Report any known or suspected breach of this policy. Details of how to report a breach of the Employee Code of Conduct can be found by clicking on the following link [Report an information security incident](#).

4.3 Manager's Responsibility

All managers have a specific responsibility to operate within the boundaries of this policy; to ensure that all users understand their responsibility for information security; and to take action when behaviour falls below requirements.

Managers must ensure that:

- Potential users are recruited in line with the council's recruitment processes which are provided on the [HR Recruitment](#) page on StaffNet.
- Users are aware of their information security responsibilities and liabilities, and that they must follow the council's [Information Security Policies](#) in the course of their work.
- Users are adequately trained and equipped to carry out their role efficiently and securely.
- Information security communications are effectively cascaded to all staff, partners, contractors, agents and other third parties.
- Information security requirements are specified in partnership agreements and third party contracts, see the [Information management and security in contracts](#) page on StaffNet.
- New users, role changes, and leavers are promptly processed in accordance with the [Joiner Mover Leaver Policy](#), and any local process implemented by Information Asset Owners.
- They authorise access to information/IT systems that restricts the users' access to the minimum needed to carry out their role, and regularly review access to ensure it remains appropriate.
- The [ICT Service Desk](#) is promptly notified of an employee's suspension so that their network access (including remote access) can be disabled.
- Users return all of the council's assets in their possession upon termination of their employment, contract or agreement (including information in any format e.g. electronic or paper, and devices such as laptops, mobile phones and tablets).

4.4 Information Asset Owners' Responsibility

Information Asset Owners are responsible for putting in place formal procedures to control the allocation of access rights to information and systems. This should include:

- Understanding and addressing risks to the information asset and ensuring appropriate security measures are in place to protect the information, based on the content and impact of disclosure.
- Designing and implementing appropriate user access profiles for information systems using standard profiles for common jobs (e.g. system administrator, manager, clerk, social worker etc.), designed to ensure that as far as possible users' access to information is limited to that needed for their role.
- Designing and implementing a process for user registration and management that requires line management authorisation for user access to information and IT systems and includes using unique user ID's and passwords to ensure that users are linked to and accountable for their actions.
- Ensuring that the use of privileged accounts (such as system administrator accounts) is tightly controlled and restricted to users who are required to perform such tasks.
- Putting in place processes to ensure that access to information systems remains appropriate for the users' role, and facilitating changes in respect of new users, role changes, and employment termination or suspension.
- Ensuring system users receive appropriate training to enable them to protect information and use the system securely.
- Ensuring that reported security incidents or concerns are investigated, addressed and appropriate action taken to prevent reoccurrence.
- Ensuring that systems are configured in accordance with the [Information Protection & Handling Standards](#).

Help and Guidance for Information Asset Owners and access to the Information Asset Register is available on StaffNet at: [Information Asset Owners](#).

4.5 ICT Responsibility

ICT will:

- Provide technical security advice and support
- Develop relevant policies, procedures and guidelines in conjunction with the Information Management Service
- Implement and administer appropriate technical security controls
- Maintain accreditation with approved government standards (PSN/CAF)
- Maintain evidence of data protection compliance by carrying out system audit exercises and ensuring the system access policy is adhered to via a system access form for all new users.

5.0 Applying this policy

The council will:

- Put in place role-appropriate pre-employment verification checks that must be undertaken before individuals are authorised to access the council's information systems.
- Put in place processes to ensure user access to information systems is controlled, properly authorised, and promptly removed when the need for access ends via [Service Now](#) or the relevant System Owner.
- Ensure that users are trained to use information systems securely under the guidance of the relevant Information Asset Owner.

5.1 Recruitment

All recruitment must be undertaken in accordance with the council's [recruitment processes and standards](#). Recruitment checks must be applied to all potential employees, and to all others that have access to the council's information and/or information systems.

5.2 Security Awareness and Training

All users receive appropriate information security awareness training and regular updates on council policies which is administered via MetaCompliance or LearnPro . Updates to legislation and procedures relevant to their role are provided by the users' line manager. Users must not access information or information systems without adequate training and have appropriate user access profiles to limit users' access to information based on their role. Access must (as far as is practical) be the minimum needed for the users' role and must be regularly reviewed to ensure it remains appropriate.

5.3 Access to Information Systems

Information systems must have appropriate user access profiles to limit users' access to information based on their role, access must (as far as is practical) be the minimum needed for the users' role and must be regularly reviewed to ensure it remains appropriate. To ensure the continuing management and security of information and information systems, users' access to the council's information (i.e. both electronic and manual) must be properly authorised and promptly removed when no longer needed, due to change of role or termination of employment (e.g. resignation, suspension, or the end of a contract or project).

Unique user ID and passwords must be used to enable users to be linked to and held responsible for their actions. Use of group/generic user ID's must only be permitted where they are necessary for business or operational reasons, these must be documented, and where necessary additional controls implemented to maintain accountability.

Passwords must be issued to users in a secure manner, and procedures should be established to verify user identity before providing a new, replacement, or temporary password. All passwords should meet the council's current Password requirements.

Additional guidance for contractors and third parties can be found at [Information Security and Handling Standards for Contractors Policy](#).

5.4 Authentication of External Connections

Remote access to the council's network must be secured by two factor authentication, consisting of a username and password, and a code either via a token, text or a mobile application. External access to the council's information must be via the council's Remote Access Gateway. Where there is a business need for remote access, applications should be made through the ICT [Service Now](#) portal. Additional requirements that apply when working remotely are covered by the [ICT Equipment Policy](#).

Where partners, contractors, agents or other third parties are allowed access to council information then all the considerations of the council's Information Security policies (which can be found at [Information Management and Security Policies](#)) apply to them.

6.0 Policy Compliance

All employees, and anyone who delivers services on the council's behalf e.g. contractors, partners, agents or other third parties with access to the council's information assets have a responsibility to comply with this policy which can be found at [Information Management and Security Policies](#), and to promptly report any suspected or observed security breach; further details are provided at [Report an information security incident](#).

Security breaches that result from a deliberate or negligent disregard of any security policy requirements may, in the council's absolute discretion, result in disciplinary action being taken against that employee. In the event that breaches arise from the deliberate or negligent disregard of council policy requirements by a user who is not a direct employee of the council, the council shall take such punitive action against that user and/or their employer as the council in its absolute discretion deems appropriate.

The council may, in its absolute discretion refer the matter of any breach of its policy requirements to the police for investigation and (if appropriate) the instigation of criminal proceedings if in its reasonable opinion such a breach has or is likely to lead to the commissioning of a criminal offence.

If you do not understand the implications of this policy or how it applies to you please contact the following for advice:

- Information Management Service at
informationsecurity@gloucestershire.gov.uk

References

This policy and other related information security policies, standards and procedures can be found at [Information Management and Security Policies](#).

7.0 Document Control

7.1 Document information

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|----------------------------------|---|
| Owner: | Sherrill Holder, Assistant Director Digital & ICT |
| Author: | IMS/ICT Policy Group |
| Reviewer: | IMS/ICT Policy Group |
| Board(s) consulted: | |
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7.2 Version History

| Version | Version date | Summary of Changes |
|---------|---------------|---|
| 1.0 | October 2011 | First version |
| 1.5 | May 2018 | Updated links due to new IMS pages on StaffNet and changed review period to 3 years. Also added references to webinars. |
| 2.0 | June 2020 | Minor revisions to update links and bring the policy in line with standard policy format |
| 2.1 | October 2021 | Minor changes for accessibility purposes including change of policy owner and review of hyperlinks. |
| 2.2 | January 2023 | Accessibility review and updates to formatting. Broken links fixed. |
| 3.0 | February 2024 | Group policy review with ICT & IMS for accuracy, link fixes and updates to formatting. |

| Version | Version date | Summary of Changes |
|----------------|---------------------|---|
| 3.1 | June 2024 | Boken link fixes following migration of StaffNet to SharePoint |
| 3.2 | August | Broken links fixed and extra rows inserted into Document Control table. |

7.3 Review

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 3 years.

7.4 Contact Us

Post: The Information Management Service
Gloucestershire County Council
Shire Hall
Westgate Street
Gloucester
GL1 2TG

Email: informationsecurity@gloucestershire.gov.uk.