

## IT policy

Language Up Ltd is based almost exclusively on online platforms and as such is committed to ensuring the safe and professional use of IT in all of its activity. This policy is intended to protect the security and integrity of data and technology infrastructure. Directors and employees of Language Up Ltd use their personal devices for work and so limited exceptions to the below expectations may occur due to variations in devices and platforms.

Our expectations at Language Up Ltd are that:

- 1) Devices should be used for acceptable business use, which is defined as activities that directly or indirectly support the business of Language Up Ltd.
- 2) In order to meet the terms of our Data Protection policy (available on the website), Language Up Ltd will ensure that any data stored or accessible on personal devices is password protected.
- 3) The company will respect the privacy of personal devices and only request access to a device in response to legitimate needs arising from administrative, civil or criminal proceedings.
- 4) Personal devices are not left unattended and unlocked, or in a location where they may be easily stolen, at any time.
- 5) Staff and clients use only the approved platforms for communication: GSuite (for most day-to-day correspondence) and Zoom (for session delivery). The use of GSuite includes the use of the Hangouts chat feature. No other forms of communication should be used, including WhatsApp, Facebook, Telegram, SMS, GoogleMeet. If there is a special reason why an exception should be made concerning forms of communication, the company directors should be informed and discuss this together before approving.
- 6) In line with our Safeguarding policy (available on the website), Language Up Ltd staff should not share personal online contact details or telephone numbers with clients, and they should not connect with them on social media apart from via the company Facebook page.
- 7) Normal working hours are Monday to Friday, 9am - 5pm, and replies to emails should normally be expected during these times. Exceptional working hours for Zoom calls (before 9am or after 5pm) will be considered only in situations where this would facilitate a time zone difference.
- 8) All email communication should be professional and appropriate at all times, including a clear subject line.
- 9) All emails sent by Language Up Ltd staff should include an email signature.

- 10) Any Language Up Ltd staff who are concerned about the inappropriate use of IT should inform the company directors, or the Designated Safeguarding Lead if it is a safeguarding concern.
- 11) Language Up Ltd clients who are concerned about the use of IT by Language Up Ltd staff should inform the company directors or submit an official complaint using the complaints procedure (available on the website).

*Document last updated: August 2024. Update required: August 2025.*