



BU-3036 Appropriate Use of Technology and Technology Services Procedure

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1. Purpose

Trillium Lakelands District School Board (TLDSB) is committed to providing access to technology and technology services to enrich educational opportunities and board business functions. Board technology and technology services shall be used in a responsible, respectful and ethical manner while on Board property, in a virtual learning environment, on school transportation, electronic media, at school authorized events, within learning environments, in before and after school programs, during co-curricular activities and educational excursions, and any other circumstances that may have an impact on the school or work climate.

This procedure applies to all TLDSB students, staff members, trustees, school council members, volunteers and other authorized individuals who are provided access to the Board's technology and technology services. This includes but is not limited to TLDSB provided electronic devices, cloud-based resources/applications, digital learning tools, and any other personal devices or technologies.

2. References and Related Documents

Internal

- [OP-6215/16 Bullying Prevention and Intervention Policy and Procedure](#)
- [OP-6020/21 Code of Conduct Policy and Procedure](#)
- [BD-2020/21 Communications Policy and Procedure](#)
- [BU-3020/21 Cyber Protection Policy and Procedure](#)
- [BU-3010/11 Electronic Monitoring Procedure](#)
- [HR-4010/11 Prevention and Resolution of Harassment and Discrimination in the Workplace Policy and Procedure](#)
- [BD-2120/21 Privacy and Information Management and Access to Information Policy and Procedure;](#)
- [HR-4535/36 Progressive Discipline Policy and Procedure;](#)
- [BD-2035/36 Records Retention Policy and Procedure;](#)
- [HR-4011/31 Prevention and Resolution of Harassment and Discrimination](#)
- [Using Social Media](#)

External

- [Copyright Act](#)
- [Criminal Code](#)
- [Education Act](#)
- [Municipal Freedom of Information and Privacy Act](#)

- [Ontario Human Rights Code](#)
- [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#)

TLDSB Forms for Internal Use

- [TLDSB List of Software in Schools](#)
- [Permission for Use - Student Personal Information Consent Form](#)
- [Student Chromebook Agreement - Letter to Parent/Guardian](#)
- [Student Reimbursement for Damage - Letter to Parent/Guardian](#)
- [One-to-One Device Program - Teacher Agreement](#)

3. Terms and Definitions

Bandwidth: The transmission capacity of a computer network or other telecommunication system.

Board Technology: Includes but is not limited to all Board-provided computing equipment and devices, licensed software and computing services, internet services, networks and network hardware, software and bandwidth.

Cloud: Remote data storage and processing services which are accessed over the internet.

Cloud Based Applications: An internet-based software application that processes or stores data online.

Cyber Bullying: Use of any digital communication that is aggressive and typically repeated by a person that includes the use of any physical, verbal, electronic, written or other means, where,

- The behaviour is intended by the pupil to have the effect, or, the pupil ought to know that the behaviour would be likely to have the effect of,
 - Causing harm, fear or distress to another individual, including physical, psychological, social or academic harm, harm to the individual's reputation or harm to the individual's property, or,
 - Creating a negative environment at a school for another individual, and,
- The behaviour occurs in a context where there is a real or perceived power imbalance between the individuals based on factors such as size, strength, age, intelligence, peer group power, economic status, social status, religion, ethnic origin, sexual orientation, family circumstances, gender, gender identity, gender expression, race, disability or the receipt of special education.

Digital Citizenship: The ethical online behaviour of all to respect themselves and others when posting information online.

Digital Content: Any data, files, pictures, or videos stored on or accessed with computers and mobile devices.

Generative AI: Generative artificial intelligence is artificial intelligence capable of generating text, images, videos, or other data using generative models, often in response to prompts. Generative AI models learn the patterns and structure of their input training data and then generate new data that has similar characteristics.

Guest Network: A wireless network that is designed to allow staff, students, and visitors to gain access to a wireless internet connection with personal devices. This network is secured from the main network to prevent unauthorized access to local network content and resources.

Personal Technology: Any device that is not board issued, such as, but not limited to, personal computers, smartphones, smartwatches and tablets.

Privacy: The Board is obligated by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) to carefully manage all "personal information" as defined by the Act and control how it is collected, used, and released. This includes, but is not limited to, not giving out personal information belonging to students, parents, or

staff, such as home address, telephone number, age, religion, or family status, without permission. (Note: not all staff information is considered "personal" e.g. board email address, work phone number and address)

Social Media: Social Media refers to websites that allow users to share content, media, and more. Examples include TikTok, SnapChat, Facebook, X (formerly known as Twitter), and YouTube. All references to any online technology include use of social media.

Software/Applications (Apps): The instructions and programming operating inside computers, servers, and mobile devices to enable them to perform the functions they are designed for.

Technology Services: A digital service such as websites, electronic mail, online databases, filing systems, student information systems, business information systems, wikis, blogs, discussion boards, digital content storage, etc.

Users: All employees, students, trustees, parents / volunteers / visitors, members of Board committees, and all other persons given authorized access to Board technology, technology services, and facilities.

Wide Area Network (WAN): The WAN is the Board's network between the schools and Board offices including the guest network.

4. Administrative Procedure

The use of technology and technology services supplied by the Board is a privilege, not a right and while personal use may be permitted, such personal use does not carry with it any right of privacy or preclude the Board's right to monitor its systems to ensure that this procedure is being complied with. In the course of monitoring its technology and technology services, the Board reserves the right to access and copy files created by users containing personal data stored by the user in the Board's systems – no user has any personal or privacy rights with respect to the Board's technology and technology services or any information stored on the Board's information / communication technology systems as per [BU-3011 Electronic Monitoring Program Procedure](#). This procedure will be reviewed every two (2) years.

4.1. Acceptable Use of Technology and Technology Services

- a) Relevant federal and provincial laws and regulations apply to the use of the technology and technology services of the Board and all users are expected to comply with these laws and regulations.
- b) It must be kept in mind at all times that use of the Board's technology and technology services is use of a corporate asset owned by the Board.
- c) Users may access technology and technology services from locations other than their work locations for purposes related to their employment, education, or the furtherance of the Board's business.
- d) All information posted to the Board and school websites, social media platforms, and/or web pages must respect the privacy rights of others, in accordance with MFIPPA, the [TLDSB Digital tools Informed Notice](#), as well as the [TLDSB Permission for Use - Student Personal Information Consent Form](#).
- e) TLDSB technology and technology services are for authorized users only and should only be used in a responsible manner for their education, communication, and research needs; or to perform their duties and responsibilities to the Board.
- f) All users will adhere to the Board's Code of Conduct and:
 - understand that no user of the Board's technology and technology services has any individual privacy rights in the use of any of the systems or in any information stored in any of the Board's technology and technology services or generated by the use of such systems or services.
 - be aware that the Board reserves the right to monitor the use of its technology and technology services by any user without notice in order to ensure that the terms of this procedure are being complied with;
 - understand that users are responsible for taking care of board issued technology and reporting any damage or concerns immediately via a service desk ticket;

- use technology and technology services in ways that do not disrupt other users or compromise the functionality of the system;
- observe standards of courtesy and behaviour consistent with the practices and policies of TLDSB when sending, responding or publishing messages, content or other information electronically;
- use only the login credentials provided to them and keep those credentials confidential.;
- understand that the Board is not responsible for:
 - i. appropriateness of internet content;
 - ii. accuracy or reliability of information located on the internet;
 - iii. loss, damage, or inaccessibility of information due to technical or other difficulties;
 - iv. costs or losses incurred by users.
- understand that saved or deleted digital content could create a trail of data that may be retrieved at a later date and may not be private;
- understand that digital communication sent or received by a user, may be forwarded to other users without the original sender's knowledge;
- use a professional tone in all digital communications, and use speech and expression that is appropriate and not profane, disrespectful, slanderous, racist, sexist, libelous, insulting, threatening, hateful, unprofessional, discriminatory, harassing or bullying which are consistent with but not limited to Human Rights, the Board's [OP-6216 Bullying and Prevention and Intervention Policy and Procedure](#), [OP-6020 Code of Conduct Policy](#), any applicable professional Standards of Practice, professional advisories, or the Board's [HR 4010/11 Prevention and Resolution of Harassment and Discrimination Policy and Procedure](#);
- follow TLDSB's [Social Media](#) guidelines.

4.2. Unacceptable Use of Technology and Technology Services

Users may be subject to disciplinary action for misuse of the technology and technology services. No user should:

- a) access the internet through the Board's technology and technology services for unauthorized, illegal, or unethical purposes;
- b) use the Board's technology and technology services to participate in gambling activities, including games of chance and wagering;
- c) seek unauthorized access to any of the Board's technology and technology services;
- d) seek to damage or alter any of the Board's technology and technology services;
- e) knowingly use methods to get around technology and technology services security and controls;
- f) send, receive, display, store, or download text, pictures, films, videos or graphics that are illegal, or may reasonably be construed as pornographic, lewd, sexually explicit, defamatory, obscene, or offensive or objectionable;
- g) misrepresent oneself or the Board;
- h) impersonate other users, use board technology that is logged in with a user account other than the one assigned to you, or share/disclose login credentials;
- i) lobby elected officials;
- j) use technology and technology services for personal activities in a way that interferes with the Board's business or the performance by the user of their responsibilities / duties;
- k) knowingly take part in other activities in respect of the Board's technology and technology services that could cause network bandwidth congestion and disruption of the networks and systems;
- l) transmit or knowingly receive software or other files which could damage computer systems or software;

- m) intentionally delete any digital content, that has informational value, to the detriment of Board operations;
- n) attempt to harm, destroy, alter, or copy digital content of any person, digital service or technology without appropriate Board authorization;
- o) collect, maintain or disclose personal information in contravention of the MFIPPA; or
- p) knowingly transmit or download digital content or software in violation of copyright laws;
- q) cause or contribute to cyber incidents or breaches. Users are subject to the [BU-3021 Cyber Protection Procedure](#).

4.3. Roles and Responsibilities

The Superintendent responsible for Technology Services will:

- a) when notified of any inappropriate content on any Board-supplied technology, determine the appropriate action in consultation with the Chief Technology Services Manager and other senior management as necessary on a case-by-case basis;

The Chief Technology Services Manager will:

- a) notify the Superintendent responsible for Technology Services of:
 - i. any inappropriate content on any Board-supplied technology;
 - ii. any technology misuse – including misuse of devices, applications and/or content.

The Technology Services Staff will:

- a) monitor all information on Board networks; this includes monitoring all files / information stored by users whether related to their personal activities or their activities as students, employees, parents or volunteers of the Board;
- b) make reasonable precautions to limit access to inappropriate materials / information / data;
- c) provide internet access to schools through the Board's wide area network and guest network;
- d) support schools in taking action when there is inappropriate use of technology and technology services;
- e) provide technical support for Board technology and technology services only - this includes hardware, software, and security / virus management tools;
- f) report any technology misuse to the Chief Technology Services Manager - this includes any misuse of hardware, applications and/or content;
- g) offer training for staff on the use of the internet, digital citizenship, and provide resources to help staff train students on appropriate use of technology and technology services as required or requested.

Principals and Supervisors will:

- a) ensure the appropriate use of technology and technology services is communicated to new staff upon hiring;
- b) ensure they are aware of all digital communication methods used by all teachers;
- c) not accept any donated technology without permission of the Chief Technology Services Manager as this may negatively impact on the Board's ability to effectively license, manage, secure and support solutions for classroom programs;
- d) apply appropriate measures to address any staff or student user violations of information / communication technology and technology services expectations;
- e) ensure staff and students adhere to the acceptable use of personal technology when used in any Board facility as per 4.2 above;

- f) when deemed appropriate, take disciplinary steps when inappropriate use of digital technology and technology services occurs:
 - a. students - report the incident to the Area Superintendent and take action as appropriate in the Student [OP-6021 Code of Conduct Policy and Procedure](#);
 - b. staff - contact the appropriate Area Superintendent and Superintendent of Human Resources Services and take action as appropriate in the [HR-4535 Progressive Discipline Policy and Procedure](#).

All Classroom Staff will:

- a) instruct students on the appropriate use of technology and technology services;
- b) ensure that all students have signed acknowledgement regarding appropriate use of technology and technology services;
- c) require that any school information posted publicly comply with the Freedom of Information and the Protection of Privacy Act, and any permission requirements established thereunder;
- d) inform students that activities and files are subject to inspection by school and Board staff; and
- e) report to their principal any inappropriate content on any Board-supplied technology of which they become aware.

All Users will:

- a) only use personal mobile devices outside of instruction time except under the following circumstances;
 - a. for education purposes, as directed by an educator, for health and medical purposes (e.g., glucose monitor),
 - b. to support special education needs (e.g., augmentative communication device as outlined in the student's Individual Education Plan)
- b) report any instances of inappropriate content or unacceptable use of technology, as outlined in 4.2 to their teacher, principal or supervisor, especially concerns related to cyberbullying or user safety;
- c) take reasonable precautions to ensure the security of equipment and information storage when transporting Board technology;
- d) immediately report any suspected breaches of security such as theft or loss of board devices or unauthorized disclosure of board information. Such incidents are to be reported to a teacher or supervisor and the Chief Technology Services Manager;
- e) ensure assigned technologies are password protected, encrypted and subject to multifactor authentication whenever available.
- f) ensure that all personally identifiable information contained on portable storage media are password protected. This is not limited to student or staff information, communication, or records;
- g) ensure use of Board technology and technology services are only accessed by those to whom the technology resource was assigned;
- h) ensuring devices are locked, logged off or shut down when left unattended; and
- i) report any damaged technology immediately via a service desk ticket.

4.4. Use of Personal Technology

Users who choose to bring personal communication and/or computing devices to school do so with the understanding that:

- a) Use of mobile personal devices such as phones, watches and tablets must follow [Section 4.6 of the Code of Conduct](#);

- b) Personal communication and computing devices that are brought to school are the responsibility of the owner. The Board and/or the school are not liable for damage, loss or theft of the device or data that is stored on the device;
- c) Personal communication and computing devices may not be used at any time where individual privacy must be protected such as, but not limited to, washrooms, locker or change rooms;
- d) When using personal devices both on and off the Board network to access the Board's digital content or services, users are subject to the Appropriate Use of Technology and Technology Services policy and the [Code of Conduct](#);
- e) When using Board provided technology and/or technology services, all communications sent and received, data stored and services accessed by users are not personal or private and are considered records owned by the Board. Staff users are subject to the [BU-3011 Electronic Monitoring Procedure](#); and
- f) Personal or private communications relayed on the Board network may be accessed, retained, or disclosed by the Board at any time and without providing the employee notice or prior approval. If privacy is required, employees shall use a personal device which is not connected to TLDSB technology services.

5. Appendices

- 5.1 Student User Guidelines for Appropriate Use of Technology and Technology Services
- 5.2 Student Chromebook Agreement

If you require this information in an accessible format, please contact Communications Services at info@tldsb.on.ca.

Appendix 5.1 - Student User Guidelines for Appropriate Use of Technology and Technology Services

Failure to observe the following rules could result in the loss of technology privileges. The sequence of the interventions used to discipline users will depend on the circumstances and behaviour of each individual user. Parents may refer to the [OP-6020 Code of Conduct Policy](#) available at tldsb.ca.

Users Shall:

- Access School Board technology for educational purposes;
- observe standards of courtesy and behaviour consistent with the practices and policies of TLDSB when sending, responding or publishing messages, content or other information electronically;
- Refrain from using technology equipment, systems, and/or services for any purpose which violates the law;
- Use only the user id, password and device provided to them.

Users Shall Not:

- Use personal mobile devices during instruction time except under the following circumstances;
 - for education purposes, as directed by an educator, for health and medical purposes (e.g., glucose monitor),
 - to support special education needs (e.g., augmentative communication device as outlined in the student's Individual Education Plan)
- Disrupt other users or compromise the functionality of the Board network,
- Use Board technology for illegal purposes;
- Knowingly use ways to get around School Board digital security;
- Download files without permission;
- Post, publish, or display any defamatory, abusive, obscene, profane, sexually oriented, threatening, or racially offensive messages or pictures from any source;
- Transmit or download information or software in violation of copyright laws;
- Impersonate others;
- Transmit or knowingly receive software or malware;
- Harm, destroy, alter, copy, or gain access to data of any person, computer, or network linked to the Board;
- Damage or alter software components of any Board device;
- Use board technology to commit academic dishonesty or contravene any other board policies or procedures;
- Share passwords or accounts with others.

Digital Safety

- To ensure the online safety of all users, users will not share personally identifiable information about themselves or others. Personally identifiable information includes, but is not limited to, last name, age, gender, location(s), home address(es), telephone numbers, pictures and videos with location information and other identifiable data.
- Users will promptly inform TLDSB staff if accidental access to inappropriate materials occurs or if contacted by unacceptable users.
- Users will report cyberbullying concerns to their school or facility, their parent/guardian, or an adult who is able to report the concern to the school board even when it does not have a direct impact on them.
- TLDSB technology including, but not limited to, desktops, laptops, Chromebooks and iPads, may only be used by those with a TLDSB account. To maintain security and safety, personal accounts may not be used. Content filters are in place to protect users from unacceptable material.

Generative AI

AI is a powerful, but limited, technology.

- It does not replace unique human skills like creativity and empathy.
- Although AI is constantly evolving, which offers exciting opportunities, it also requires understanding and responsible use.
- It is therefore essential for critical understanding to question the results of AI.
- To protect yourself, never give personal or sensitive information to AI. The service may collect your personal information, your downloads, your comments and then use them to improve these responses.

While TLDSB endeavours to maintain the efficient operation of the district digital network and resources, outages and equipment failures may occur.

Appendix 5.2: Student Chromebook Agreement

1:1 Student Chromebook Agreement

Student Name: _____

Home Room: _____

Student Signature: _____

Date: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Notice of Collection: Personal information on this form is collected pursuant to the Authority of the Education Act R.S.O., 1190, c.E.2 and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M56 and may be used as necessary for board operations, school programs and education services and student records. If you have any questions about the collection or use of this information please contact the Freedom of Information Contact at the Trillium Lakelands District School Board Corporate Office, 300 County Road 36, Lindsay, ON K9V 4S4, (705)324-6776.

Appropriate Use of Technology and Technology Services

Users of technology and technology services will follow the procedures outlined in the Appropriate Use of Technology and Technology Services Policy BD 3035, available at tldsb.ca. An excerpt is included below for your convenience.

Users will access school board technology for educational purposes by:

- Observing standards of courtesy and behaviour consistent with the practices and policies of the Trillium Lakelands District School Board when sending or publishing messages or other information on the Internet;
- Refraining from using technology equipment, systems, and/or services for any purpose which violates the law; and
- Using only the login password provided to them.

No user may disrupt other users or compromise the functionality of the school board network by:

- Using the school board technology for illegal purposes;
- Knowingly use ways to get around school board digital security;
- Downloading files without permission;
- Posting, publishing, or displaying any defamatory, abusive, obscene, profane, sexually oriented, threatening, or racially offensive messages or pictures from any source;
- Transmitting or downloading information or software in violation of copyright laws;
- Impersonating others;
- Transmitting or knowingly receive software or malware;
- Harming, destroying, altering, copying, or gaining access to data of any person, computer, or network linked to the school board;
- Damaging or altering software components of any school board network device; or
- Sharing passwords or accounts with others.

Failure to observe these rules could result in the loss of computer privileges. The sequence of the interventions used to discipline students will depend on the circumstances and behaviour of each individual pupil. Although progressive discipline approaches are encouraged where appropriate, a serious incident may warrant a suspension even on the first occurrence. **Parents may refer to the OP-6020 Code of Conduct Policy available at tldsb.ca.**