

ICT and internet acceptable use policy Policy.



“Our school is a place where we all come together as one community to learn, have fun and make lasting friendships all under God’s love and care”

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1. Introduction and aims

Information and communications technology (ICT) is an integral part of the way our school works, and is a critical resource for pupils, staff, governors, volunteers and visitors. It supports teaching and learning, pastoral and administrative functions of the school.

However, the ICT resources and facilities our school uses also pose risks to data protection, online safety and safeguarding.

This policy aims to:

Set guidelines and rules on the use of school ICT resources for staff, pupils, parents and governors

Establish clear expectations for the way all members of the school community engage with each other online

Support the school's policy on data protection, online safety and safeguarding

Prevent disruption to the school through the misuse, or attempted misuse, of ICT systems

Support the school in teaching pupils safe and effective internet and ICT use

This policy covers all users of our school's ICT facilities, including governors, staff, pupils, volunteers, contractors and visitors.

Breaches of this policy may be dealt with under our staff code of conduct.

2. Relevant legislation and guidance

This policy refers to, and complies with, the following legislation and guidance:

- [Data Protection Act 2018](#)
- The UK General Data Protection Regulation (UK GDPR) – the EU GDPR was incorporated into UK legislation, with some amendments, by [The Data Protection, Privacy and Electronic Communications \(Amendments etc\) \(EU Exit\) Regulations 2020](#)
- [Computer Misuse Act 1990](#)
- [Human Rights Act 1998](#)
- [The Telecommunications \(Lawful Business Practice\) \(Interception of Communications\) Regulations 2000](#)
- [Education Act 2011](#)
- [Freedom of Information Act 2000](#)
- [Education and Inspections Act 2006](#)
- [Keeping Children Safe in Education 2023](#)
- [Searching, screening and confiscation: advice for schools 2022](#)
- [National Cyber Security Centre \(NCSC\): Cyber Security for Schools](#)
- [Education and Training \(Welfare of Children\) Act 2021](#)
- UK Council for Internet Safety (et al.) guidance on [sharing nudes and semi-nudes: advice for education settings working with children and young people](#)
- [Meeting digital and technology standards in schools and colleges](#)

3. Definitions

- **ICT facilities:** all facilities, systems and services including, but not limited to, network infrastructure, desktop computers, laptops, tablets, phones, music players or hardware, software, websites, web applications or services, and any device system or service that may become available in the future which is provided as part of the school's ICT service
- **Users:** anyone authorised by the school to use the school's ICT facilities, including governors, staff, pupils, volunteers, contractors and visitors
- **Personal use:** any use or activity not directly related to the users' employment, study or purpose agreed by an authorised user
- **Authorised personnel:** employees authorised by the school to perform systems administration and/or monitoring of the ICT facilities

- **Materials:** files and data created using the school's ICT facilities including but not limited to documents, photos, audio, video, printed output, web pages, social networking sites and blogs

See appendix 4 for a glossary of cyber security terminology.

4. Unacceptable use

The following is considered unacceptable use of the school's ICT facilities by any member of the school community. Any breach of this policy may result in disciplinary or behaviour proceedings (see section 4.2 below).

Unacceptable use of the school's ICT facilities includes:

Using the school's ICT facilities to breach intellectual property rights or copyright

Using the school's ICT facilities to bully or harass someone else, or to promote unlawful discrimination

Breaching the school's policies or procedures

Any illegal conduct, or statements which are deemed to be advocating illegal activity

Online gambling, inappropriate advertising, phishing and/or financial scams

Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate or harmful

Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams

Activity which defames or disparages the school, or risks bringing the school into disrepute

Sharing confidential information about the school, its pupils, or other members of the school community

Connecting any device to the school's ICT network without approval from authorised personnel

Setting up any software, applications or web services on the school's network without approval by authorised personnel, or creating or using any program, tool or item of software designed to interfere with the functioning of the ICT facilities, accounts or data

Gaining, or attempting to gain, access to restricted areas of the network, or to any password-protected information, without approval from authorised personnel

Allowing, encouraging, or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities

Causing intentional damage to ICT facilities

Removing, deleting or disposing of ICT equipment, systems, programs or information without permission by authorised personnel

Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not supposed to have access, or without authorisation

Using inappropriate or offensive language

Promoting a private business, unless that business is directly related to the school

Using websites or mechanisms to bypass the school's filtering mechanisms

Engaging in content or conduct that is radicalised, extremist, racist, anti-Semitic or discriminatory in any other way

Using AI tools and generative chatbots (such as ChatGPT and Google Bard):

- During assessments, including internal and external assessments, and coursework
- To write their homework or class assignments, where AI-generated text or imagery is presented as their own work

This is not an exhaustive list. The school reserves the right to amend this list at any time. The head teacher will use professional judgement to determine whether any act or behaviour not on the list above is considered unacceptable use of the school's ICT facilities.

4.1 Exceptions from unacceptable use

Where the use of school ICT facilities (on the school premises and/or remotely) is required for a purpose that would otherwise be considered an unacceptable use, exemptions to the policy may be granted at the head teacher's discretion. To arrange this staff need to speak to the head teacher.

Pupils may use AI tools and generative chatbots:

- As a research tool to help them find out about new topics and ideas
- When specifically studying and discussing AI in schoolwork, for example in IT lessons or art homework about AI-generated images. All AI-generated content must be properly attributed

4.2 Sanctions

Pupils and staff who engage in any of the unacceptable activity listed above may face disciplinary action in line with the school's policies on staff code of conduct.

5. Staff (including governors, volunteers, and contractors)

5.1 Access to school ICT facilities and materials

The school's network manager manages access to the school's ICT facilities and materials for school staff. That includes, but is not limited to:

Computers, tablets and other devices

Access permissions for certain programmes or files

Staff will be provided with unique log-in/account information and passwords that they must use when accessing the school's ICT facilities.

Staff who have access to files they are not authorised to view or edit, or who need their access permissions updated or changed, should contact the network manager, computing lead or the head teacher directly.

5.1.1 Use of phones and email

The school provides each member of staff with an email address.

This email account should be used for work purposes only.

All work-related business should be conducted using the email address the school has provided.

Staff must not share their personal email addresses with parents and pupils, and must not send any work-related materials using their personal email account.

Staff must take care with the content of all email messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

Email messages are required to be disclosed in legal proceedings or in response to requests from individuals under the Data Protection Act 2018 in the same way as paper documents. Deletion from a user's inbox does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable.

Staff must take extra care when sending sensitive or confidential information by email. Any attachments containing sensitive or confidential information should be encrypted so that the information is only accessible by the intended recipient.

If staff receive an email in error, the sender should be informed and the email deleted. If the email contains sensitive or confidential information, the user must not make use of that information or disclose that information.

If staff send an email in error which contains the personal information of another person, they must inform the network manager immediately and follow our data breach procedure.

Staff must not give their personal phone numbers to parents or pupils. Staff must use phones provided by the school to conduct all work-related business.

School phones must not be used for personal matters.

Staff who are provided with mobile phones as equipment for their role must abide by the same rules for ICT acceptable use as set out in section 4.

5.2 Personal use

Staff are permitted to occasionally use school ICT facilities for personal use subject to certain conditions set out below. Personal use of ICT facilities must not be overused or abused. The headteacher may withdraw permission for it at any time or restrict access at their discretion.

Personal use is permitted provided that such use:

- Does not take place during teaching hours
- Does not constitute 'unacceptable use', as defined in section 4
- Takes place when no pupils are present
- Does not interfere with their jobs, or prevent other staff or pupils from using the facilities for work or educational purposes

Staff may not use the school's ICT facilities to store personal non-work-related information or materials (such as music, videos, or photos).

Staff should be aware that use of the school's ICT facilities for personal use may put personal communications within the scope of the school's ICT monitoring activities (see section 5.5). Where breaches of this policy are found, disciplinary action may be taken.

Staff are also permitted to use their personal devices (such as mobile phones or tablets) in line with the school's Staff Handbook (code of conduct).

Staff should be aware that personal use of ICT (even when not using school ICT facilities) can impact on their employment by, for instance putting personal details in the public domain, where pupils and parents could see them.

Staff should take care to follow the school's guidelines on social media (see appendix 1) and use of email (see section 5.1.1) to protect themselves online and avoid compromising their professional integrity.

5.2.1 Personal social media accounts

Members of staff should ensure that their use of social media, either for work or personal purposes, is appropriate at all times.

The school has guidelines for staff on appropriate use of social media in the Staff Handbook (Code of Conduct).

5.3 Remote access

We allow staff to access the school's data remotely by using G-suite for Education. G-suite for Education is administered through the admin console with limited access to the ICT-coordinator, headteacher and school's IT Team. It manages the users, devices and settings within the Google domain. Data stored in G-suite is protected and uses multiple encryption level to ensure the data is secure and compliant. The following link provides more information on data protection in G-suite.

https://services.google.com/fh/files/misc/google_workspace_data_protection_guide_en_dec2020.pdf

Staff access Gsuite with their own individual logins that is administered by the admin console which is not shared with anyone. New staff will have to request a login by contacting the school's IT Team.

Staff accessing the school's ICT facilities and materials remotely must abide by the same rules as those accessing the facilities and materials on-site. Staff must be particularly vigilant if they use the

school's ICT facilities outside the school and take such precautions as the Computing team may require from time to time against importing viruses or compromising system security.

Our ICT facilities contain information which is confidential and/or subject to data protection legislation. Such information must be treated with extreme care and in accordance with our data protection policy.

https://docs.google.com/document/d/1WNqa2ieJBXlbog4JgkoGhJ5n_GZU4q7E/edit?usp=sharing&oid=104272799108435357806&rtpof=true&sd=true

5.4 School social media accounts

The school has an official Instagram and Twitter account, managed by the head teacher, Mr Duggan. Staff members who have not been authorised to manage, or post to, the account, must not access, or attempt to access the account.

The school has guidelines for what can and cannot be posted on its social media accounts.

<https://docs.google.com/document/d/1WUqyC555kFsoQwqD3PAOBiloRvOqiOvi/edit?usp=sharing&oid=104272799108435357806&rtpof=true&sd=true>

Those who are authorised to manage the account must ensure they abide by these guidelines at all times. Those who are authorised to manage, or post to, the account must make sure they abide by these guidelines at all times.

5.5 Monitoring of school network and use of ICT facilities

To safeguard and promote the welfare of children and provide them with a safe environment to learn, the school reserves the right to filter and monitor the use of its ICT facilities and network. This includes, but is not limited to, the filtering and monitoring of:

- Internet sites visited
- Bandwidth usage
- Email accounts
- Telephone calls
- User activity/access logs
- Any other electronic communications

Only authorised ICT staff may inspect, monitor, intercept, assess, record and disclose the above, to the extent permitted by law.

The school monitors ICT use in order to:

- Obtain information related to school business
- Investigate compliance with school policies, procedures and standards
- Ensure effective school and ICT operation

- Conduct training or quality control exercises
- Prevent or detect crime
- Comply with a subject access request, Freedom of Information Act request, or any other legal obligation

Our governing board is responsible for making sure that:

- The school meets the DfE's [filtering and monitoring standards](#)
- Appropriate filtering and monitoring systems are in place
- Staff are aware of those systems and trained in their related roles and responsibilities
 - For the leadership team and relevant staff, this will include how to manage the processes and systems effectively and how to escalate concerns
- It regularly reviews the effectiveness of the school's monitoring and filtering systems

The school's designated safeguarding lead (DSL) will take lead responsibility for understanding the filtering and monitoring systems and processes in place.

Where appropriate, staff may raise concerns about monitored activity with the school's DSL and ICT manager, as appropriate.

6. Pupils

6.1 Access to ICT facilities

"Computers and equipment including Chromebooks and iPads are available to pupils only under the supervision of staff"

"Specialist ICT equipment, such as that used for music or design and technology must only be used under the supervision of staff"

"Pupils will be provided with an account linked to the school's virtual learning environment, which they can access from any device by following the links set out on the school website [Home | St Lawrence Catholic Primary School](#)

6.2 Search and deletion

Under the Education Act 2011, and in line with the Department for Education's [guidance on searching, screening and confiscation](#), the school has the right to search pupils' phones, computers or other devices for pornographic images or any other data or items banned under school rules or legislation.

The school can, and will, delete files and data found on searched devices if we believe the data or file has been, or could be, used to disrupt teaching or break the school's rules.

Staff members may also confiscate devices for evidence to hand to the police, if a pupil discloses that they are being abused and that this abuse contains an online element.

If a staff member **suspects** a device **may** contain an indecent image of a child (also known as a nude or semi-nude image), they will:

- **Not** view the image
- **Not** copy, print, share, store or save the image
- Confiscate the device and report the incident to the DSL (or deputy) immediately, who will decide what to do next. The DSL will make the decision in line with the DfE's latest guidance on [searching, screening and confiscation](#) and the UK Council for Internet Safety (UKCIS) et al.'s guidance on [sharing nudes and semi-nudes: advice for education settings working with children and young people](#)

Any searching of pupils will be carried out in line with:

- The DfE's latest guidance on [searching, screening and confiscation](#)
- UKCIS et al.'s guidance on [sharing nudes and semi-nudes: advice for education settings working with children and young people](#)

6.3 Unacceptable use of ICT and the internet outside of school

The school will sanction pupils, in line with the behaviour policy, if a pupil engages in any of the following **at any time** (even if they are not on school premises):

- Using ICT or the internet to breach intellectual property rights or copyright
- Using ICT or the internet to bully or harass someone else, or to promote unlawful discrimination
- Breaching the school's policies or procedures
- Any illegal conduct, or statements which are deemed to be advocating illegal activity
- Accessing, creating, storing, linking to or sending material that is pornographic, offensive, obscene or otherwise inappropriate
- Consensual and non-consensual sharing of nude and semi-nude images and/or videos and/or livestreams (also known as sexting or youth produced sexual imagery)
- Activity which defames or disparages the school, or risks bringing the school into disrepute
- Sharing confidential information about the school, other pupils, or other members of the school community
- Gaining or attempting to gain access to restricted areas of the network, or to any password protected information, without approval from authorised personnel
- Allowing, encouraging, or enabling others to gain (or attempt to gain) unauthorised access to the school's ICT facilities
- Causing intentional damage to ICT facilities or materials
- Causing a data breach by accessing, modifying, or sharing data (including personal data) to which a user is not supposed to have access, or without authorisation
- Using inappropriate or offensive language

7. Parents

7.1 Access to ICT facilities and materials

Parents do not have access to the school's ICT facilities as a matter of course.

However, parents working for, or with, the school in an official capacity (for instance, as a volunteer or as a member of the PTA) may be granted an appropriate level of access, or be permitted to use the school's facilities at the headteacher's discretion.

Where parents are granted access in this way, they must abide by this policy as it applies to staff.

7.2 Communicating with or about the school online

We believe it is important to model for pupils, and help them learn, how to communicate respectfully with, and about, others online.

Parents play a vital role in helping model this behaviour for their children, especially when communicating with the school through our website and social media channels.

We ask parents to sign the agreement in appendix 1.

8. Data security

The school is responsible for making sure it has the appropriate level of security protection and procedures in place to safeguard its systems, staff and learners. It therefore takes steps to protect the security of its computing resources, data and user accounts. The effectiveness of these procedures is reviewed periodically to keep up with evolving cyber crime technologies.

Staff, pupils, parents/carers and others who use the school's ICT facilities should use safe computing practices at all times. We aim to meet the cyber security standards recommended by the Department for Education's guidance on [digital and technology standards in schools and colleges](#), including the use of:

- Firewalls
- Security features
- User authentication and multi-factor authentication

Anti-malware software

8.1 Passwords

All users of the school's ICT facilities should set strong passwords for their accounts and keep these passwords secure.

Users are responsible for the security of their passwords and accounts, and for setting permissions for accounts and files they control.

Members of staff or pupils who disclose account or password information may face disciplinary action. Parents or volunteers who disclose account or password information may have their access rights revoked.

8.2 Software updates, firewalls, and anti-virus software

All of the school's ICT devices that support software updates, security updates, and anti-virus products will be configured to perform such updates regularly or automatically.

Users must not circumvent or make any attempt to circumvent the administrative, physical and technical safeguards we implement and maintain to protect personal data and the school's ICT facilities.

Any personal devices using the school's network must all be configured in this way.

8.3 Data protection

All personal data must be processed and stored in line with data protection regulations and the school's data protection policy.

8.4 Access to facilities and materials

All users of the school's ICT facilities will have clearly defined access rights to school systems, files and devices.

These access rights are managed by the headteacher.

Users should not access, or attempt to access, systems, files or devices to which they have not been granted access. If access is provided in error, or if something a user should not have access to is shared with them, they should alert the headteacher immediately.

Users should always log out of systems and lock their equipment when they are not in use to avoid any unauthorised access. Equipment and systems should always be logged out of and closed down completely at the end of each working day.

8.5 Encryption

The school ensures that its devices and systems have an appropriate level of encryption.

School staff may only use personal devices (including computers and USB drives) to access school data, work remotely, or take personal data (such as pupil information) out of school if they have been specifically authorised to do so by the headteacher.

Use of such personal devices will only be authorised if the devices have appropriate levels of security and encryption, as defined by the network manager.

9. Protection from cyber attacks

Please see the glossary (appendix 4) to help you understand cyber security terminology.

The school will:

- Work with governors and the IT department to make sure cyber security is given the time and resources it needs to make the school secure
- Provide annual training for staff (and include this training in any induction for new starters, if they join outside of the school's annual training window) on the basics of cyber security, including how to:

- Check the sender address in an email
- Respond to a request for bank details, personal information or login details
- Verify requests for payments or changes to information
- Make sure staff are aware of its procedures for reporting and responding to cyber security incidents
- Investigate whether our IT software needs updating or replacing to be more secure
- Not engage in ransom requests from ransomware attacks, as this would not guarantee recovery of data
- Put controls in place that are:
 - **‘Proportionate’**: the school will verify this using a third-party audit ([360safe](#)) annually to objectively test that what it has in place is up to scratch
 - **Multi-layered**: everyone will be clear on what to look out for to keep our systems safe
 - **Up-to-date**: with a system in place to monitor when the school needs to update its software
 - **Regularly reviewed and tested**: to make sure the systems are as up to scratch and secure as they can be
- Back up critical data daily and store these backups on the cloud based backup system
- Delegate specific responsibility for maintaining the security of our management information system (MIS) to our cloud-based provider.
- Make sure staff:
 - Dial into our network using a virtual private network (VPN) when working from home
 - Enable multi-factor authentication where they can, on things like school email accounts
 - Store passwords securely using a password manager
- Make sure ICT staff conduct regular access reviews to make sure each user in the school has the right level of permissions and admin rights
- Have a firewall in place that is switched on
- Check that its supply chain is secure, for example by asking suppliers about how secure their business practices are and seeing if they have the [Cyber Essentials](#) certification
- Develop, review and test an incident response plan with the IT department, for example, including how the school will communicate with everyone if communications go down, who will be contacted when, and who will notify [Action Fraud](#) of the incident. This will be reviewed and tested annually and after a significant event has occurred, using the NCSC’s [‘Exercise in a Box’](#)

10. Internet access

Wi-Fi Protected Access secures the school wireless internet connection. A security code is required to gain access to the Wi-Fi. Only staff have access to the security code and must not share this information with anyone without seeking consent from the computing team. Web filtering is setup and managed by LGFL. IT support have access to managing all websites.

10.1 Pupils

Children have access to the WiFi set up on Chromebooks and iPads. This is filtered and managed by LGFL and IT support.

10.2 Parents and visitors

Parents and visitors to the school will not be permitted to use the school's wifi unless specific authorisation is granted by the headteacher.

The headteacher will only grant authorisation if:

Parents are working with the school in an official capacity (e.g. as a volunteer or as a member of the PTA)

Visitors need to access the school's wifi in order to fulfil the purpose of their visit (for instance, to access materials stored on personal devices as part of a presentation or lesson plan)

Staff must not give the wifi password to anyone who is not authorised to have it.

11. Monitoring and review

The headteacher and Computing lead monitor the implementation of this policy, including ensuring that it is updated to reflect the needs and circumstances of the school.

This policy will be reviewed every year.

The governing board is responsible for approving this policy.

12. Related policies

This policy should be read alongside the school's policies on:

- Social media
- Safeguarding and child protection
- Behaviour
- Code of Conduct and Staff Handbook
- Data protection
- Data breach

Appendix 1: Acceptable use of the internet: agreement for parents and carers

Acceptable use of the internet: agreement for parents and carers	
Name of parent/carers:	
Name of child:	
Online channels are an important way for parents/carers to communicate with, or about, our school. The school uses the following channels: • Our official Twitter page • Email/text/communicate through the school app groups for parents (for school announcements and information) • Our virtual learning platform Parents/carers also set up independent channels to help them stay on top of what's happening in their child's class. For example, class/year Facebook groups, email groups, or chats (through apps such as WhatsApp).	
When communicating with the school via official communication channels, or using private/independent channels to talk about the school, I will: • Be respectful towards members of staff, and the school, at all times • Be respectful of other parents/carers and children • Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure I will not: • Use private groups, the school's Twitter, or personal social media to complain about or criticise members of staff. This is not constructive and the school can't improve or address issues if they aren't raised in an appropriate way • Use private groups, the school's Twitter, or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. I will contact the school and speak to the appropriate member of staff if I'm aware of a specific behaviour issue or incident • Upload or share photos or videos on social media of any child other than my own, unless I have the permission of other children's parents/carers	
Signed:	Date:

Appendix 2: Acceptable use agreement for younger pupils

Acceptable use of the school's ICT facilities and internet: agreement for pupils and parents/carers	
Name of pupil:	
When I use the school's ICT facilities (like computers and equipment) and get on the internet in school, I will not: • Use them without asking a teacher first, or without a teacher in the room with me • Use them to break school rules • Go on any inappropriate websites • Go on Facebook or other social networking sites (unless my teacher said I could as part of a lesson) • Use chat rooms • Open any attachments in emails, or click any links in emails, without checking with a teacher first • Use mean or rude language when talking to other people online or in emails • Share my password with others or log in using someone else's name or password • Bully other people I understand that the school will check the websites I visit and how I use the school's computers and equipment. This is so that they can help keep me safe and make sure I'm following the rules. I will tell a teacher or a member of staff I know immediately if I find anything on a school computer or online that upsets me, or that I know is mean or wrong. I will always be responsible when I use the school's ICT systems and internet. I understand that the school can discipline me if I do certain unacceptable things online, even if I'm not in school when I do them.	
Signed (pupil):	Date:
Parent/carers agreement: I agree that my child can use the school's ICT systems and internet when appropriately supervised by a member of school staff. I agree to the conditions set out above for pupils using the school's ICT systems and internet, and for using personal electronic devices in school, and will make sure my child understands these.	
Signed (parent/carers):	Date:

Appendix 3: Acceptable use agreement for staff, governors, volunteers and visitors

Acceptable use of the school's ICT facilities and the internet: agreement for staff, governors, volunteers and visitors

Name of staff member/governor/volunteer/visitor:

When using the school's ICT facilities and accessing the internet in school, or outside school on a work device, I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm the school's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to the school's network
- Share my password with others or log in to the school's network using someone else's details
- Share confidential information about the school, its pupils or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote private businesses, unless that business is directly related to the school

I understand that the school will monitor the websites I visit and my use of the school's ICT facilities and systems.

I will take all reasonable steps to ensure that work devices are secure and password-protected when using them outside school, and keep all data securely stored in accordance with this policy and the school's data protection policy.

I will let the designated safeguarding lead (DSL) and ICT manager know if a pupil informs me they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the school's ICT systems and internet responsibly, and ensure that pupils in my care do so too.

Signed (staff member/governor/volunteer/visitor):

Date:

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Appendix 4: Glossary of cyber security terminology

These key terms will help you to understand the common forms of cyber attack and the measures the school will put in place. They're from the National Cyber Security Centre (NCSC) [glossary](#).

TERM	DEFINITION
Antivirus	Software designed to detect, stop and remove malicious software and viruses.
Breach	When your data, systems or networks are accessed or changed in a non-authorised way.
Cloud	Where you can store and access your resources (including data and software) via the internet, instead of locally on physical devices.
Cyber attack	An attempt to access, damage or disrupt your computer systems, networks or devices maliciously.
Cyber incident	Where the security of your system or service has been breached.
Cyber security	The protection of your devices, services and networks (and the information they contain) from theft or damage.
Download attack	Where malicious software or a virus is downloaded unintentionally onto a device without the user's knowledge or consent.
Firewall	Hardware or software that uses a defined rule set to constrain network traffic – this is to prevent unauthorised access to or from a network.
Hacker	Someone with some computer skills who uses them to break into computers, systems and networks.

TERM	DEFINITION
Malware	Malicious software. This includes viruses, trojans or any code or content that can adversely impact individuals or organisations.
Patching	Updating firmware or software to improve security and/or enhance functionality.
Pentest	Short for penetration test. This is an authorised test of a computer network or system to look for security weaknesses.
Phishing	Untargeted, mass emails sent to many people asking for sensitive information (like bank details) or encouraging them to visit a fake website.
Ransomware	Malicious software that stops you from using your data or systems until you make a payment.
Social engineering	Manipulating people into giving information or carrying out specific actions that an attacker can use.
Spear-phishing	A more targeted form of phishing where an email is designed to look like it's from a person the recipient knows and/or trusts.
Trojan	A type of malware/virus designed to look like legitimate software that can be used to hack a victim's computer.
Two-factor/multi-factor authentication	Using 2 or more different components to verify a user's identity.
Virus	Programs designed to self-replicate and infect legitimate software programs or systems.
Virtual Private Network (VPN)	An encrypted network which allows remote users to connect securely.
Whaling	Highly targeted phishing attacks (where emails are made to look legitimate) aimed at senior executives.

