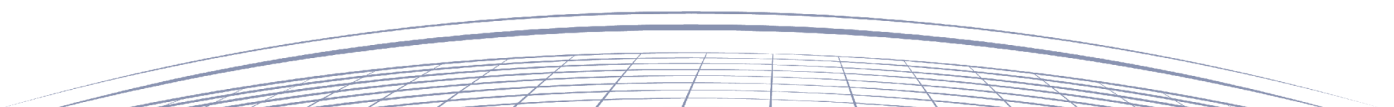


# Ark Acceptable Use Policy (AUP)

Document ID: 11028-A-Acceptable Use



## Acceptable Use Policy (AUP)

### VERSION HISTORY

<b>Document ID:</b>	11028-A-Acceptable Use		
<b>Document Title:</b>	Acceptable Use Policy (AUP)		
<b>Document Owner:</b>	Jon Eley		
<b>Document Approver:</b>	Louise Methven		
<b>Date</b>	<b>Version</b>	<b>Updated By</b>	<b>Comment</b>
21/3/17	1.0	S Marsh	Standalone alone document created to replace the AUP's contained within Sy-Ops documents 278 and 279.
20/11/18	1.1	J Eley	Updated and minor narrative changes.
22/11/19	2.0	R Bruschini	Updated to new template, minor addition around non authorised hardware and changed doc id from a security document (9005) to an IT document but retained version history.
02/02/21	2.1	J Eley	Reviewed and removed references to D2 only.
06/09/23	2.2	L Pryke	Changed approver after re-org & CR year.
18/03/25	2.3	L Methven	Updated document id, CR Year and content to enable cover usage of the external website and portals.

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## Acceptable Use Policy (AUP)

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Ark Data Centres Limited ("Ark") is committed to the proper and extensive use of all information technology resources. The purpose of this policy is to establish the acceptable and unacceptable use of all information technology resources at Ark, in conjunction with its established culture of ethical and lawful behaviour, openness, trust, and integrity.

All employees, contractors, consultants, temporary and other workers at Ark, including clients and all personnel affiliated with third parties, anyone accessing our website or portals, must adhere to this policy. This policy applies to all information technology resources owned or leased by Ark, or to devices that connect to Ark's networks (including both physical where appropriate and wireless guest connections) located at Ark's sites, or resources/devices that gain access to and uses our websites or portals. All connectivity and usage is strictly monitored and usage is entirely at the users own risk. As such, we strongly recommend that the connected devices have up-to-date anti-virus and all security updates applied before using any technology resources at Ark. Infected devices and users in breach of this AUP will be disconnected from Ark's networks and/or may be blocked from accessing our websites or portals.

Individuals are responsible for exercising good judgement regarding appropriate use of Ark's resources in accordance with all regulatory and legal obligations as well as specified Ark's policies, standards, and guidelines. Ark's resources may not be used for any unlawful or prohibited purpose. Individuals are responsible for the security and appropriate use of Ark's network resources under their control. Using Ark's resources for the following is strictly prohibited:

- Causing a security breach to either Ark or other network resources, including, but not limited to, accessing data, servers, or accounts to which you are not authorised; circumventing user authentication on any device; or sniffing network traffic.
- Causing a disruption of service to either Ark or other network resources, including but not limited to, ICMP floods (including without limitation ping flood, denial of service, distributed denial of service), packet spoofing, denial of service, heap or buffer overflows, and forged routing information for malicious purposes.
- Introducing honeypots, honeynets, or similar technology on Ark's networks.
- Violating copyright law, including, but not limited to, illegally duplicating, or transmitting copyrighted pictures, music, video, and software.
- Streaming of non-educational or business-related media over Ark's Guest Wi-fi unless specific permission granted by Ark in writing.
- Exporting or importing software, technical information, encryption software, or technology in violation of international or regional export control laws.
- Use of the Internet or Ark networks that violates any of Ark's policies, or UK legislation.
- Intentionally introduce malicious code, including, but not limited to, viruses, worms, Trojan horses, e-mail bombs, spyware, adware, and keyloggers.
- Port scanning or security scanning on Arks networks.

## Acceptable Use Policy (AUP)

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- Inappropriate use of communication vehicles and equipment, including, but not limited to, supporting illegal activities, and procuring or transmitting material that violates Ark's policies against harassment or the safeguarding of confidential or proprietary information.
- Sending Spam via e-mail, text messages, pages, instant messages, voicemail, or other forms of electronic communication.
- Forging, misrepresenting, obscuring, suppressing, or replacing a user identity on any electronic communication to mislead the recipient about the sender.
- Attach non-authorised hardware to Ark Guest Wi-Fi and Ethernet networks such as Wi-Fi routers, printers, franking machines, and firewalls. Unless specific permission granted by Ark in writing.

Like all documents within Ark's management system, this policy will be reviewed as often as necessary to ensure that it accurately reflects the intentions of the organisation and ensure its continuing suitability.