Acceptable Use Policy (Public)

Document Information

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Author:	Ralph Dandrea	Date Created:	2003-01-10
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Summary

Purpose: This Policy describes the proper conduct and prohibited uses for ITX's information technology resources, including computers and equipment, networks, email, and internet, and other ITX Systems.

Scope: This Policy applies to any and all usage of the ITX network and services, whether accessed by employees, contractors, clients, or third parties, and including all mobile and other computing devices that connect to the ITX network.

Related Material:
1000-401 Business Continuity Policy.docx
1500-105 Employee Guidebook.doc
1500-160 FDCP Contractor Guidebook

Definitions

ITX Services: For purposes of this Policy, these are the web hosting, network, servers, and email services provided by ITX. These also involve any "As A Service" services being provided by or used by ITX, whether they are hosted by ITX or a third party, and which include, but are not limited to, AWS and Azure.

ITX Systems: Equipment, servers, software, and networks provided by ITX, including, but not limited to, email and internet access.

Subscriber Content: Client websites and all related content, including, but not limited to, programs, program scripts, email, text, bulletin board postings, hypertext links, meta tags, domain names, pictures, graphics, forums, interactive media, and audio/visual materials posted on such websites.

Policy

General

Users of ITX Services and ITX Systems must exercise good judgment when using such services and systems. Compliance with this Policy is intended to protect ITX and users of its network and systems. Inappropriate use exposes ITX to unnecessary risk, including compromise of ITX Systems, and legal concerns. Detailed information about appropriate conduct when utilizing ITX Systems can be found in the ITX Terms and Conditions (for external users) and ITX Guidebooks (for internal users).

Acceptable Use

Users of ITX Services and ITX Systems are expected to adhere to the following acceptable use guidelines:

Legitimate Business Purpose. ITX Services and ITX Systems should be used for activities that support the business operations and objectives of ITX and its clients. Internal users must limit personal use such that it does not interfere with work responsibilities or productivity.

Security and Confidentiality. Users must take all necessary precautions to protect ITX Services and ITX Systems from unauthorized access, viruses, and other security threats. If any use involves confidential information, the information must be handled in accordance with ITX's Information Security policies and/or Terms and Conditions, as applicable, and should not be disclosed in contravention of these.

Compliance with Laws and Policies. Users must comply with all applicable laws and ITX policies when using ITX Systems and ITX Services. This includes, but is not limited to, intellectual property laws, privacy laws, and ITX's Information Security and data protection policies.

Prohibited Activities

ITX Systems and ITX Services may not be used for illegal or harmful uses. Transmission, distribution or storage of any material in violation of any applicable law or regulation is strictly prohibited. ITX reserves the right to restrict or prohibit any and all uses or content that it determines in its sole discretion is harmful to its systems, network, reputation, goodwill, other ITX customers, or any third party.

The following non-exhaustive list describes the kinds of illegal or harmful conduct that are prohibited:

Infringement. Any infringement of intellectual property or other proprietary rights including, without limitation, material protected by copyright, trademark, patent, trade secret, or other intellectual property right used without proper authorization, is prohibited. Infringement may result from the unauthorized copying and posting of pictures, logos, software, articles, musical works, and videos.

Illegal Materials. Disseminating or hosting material that is unlawful, or that a reasonable person would find defamatory, obscene, harmful, invasive of privacy or publicity rights, or otherwise objectionable, is prohibited.

Harmful or Fraudulent Content. Users may not disseminate harmful content or software including, without limitation, viruses, spyware, worms, or any other computer programming routines that may damage, interfere with, intercept, or expropriate any system, program, data, or personal information. Users may not offer fraudulent goods, services, schemes, or promotions, or engage in the fraudulent use of personal or financial information, or any other behavior that constitutes an unfair or deceptive trade practice.

Export Violations. Posting or sending software or technical information in violation of U.S. export laws, including, without limitation, the Export Administration Regulations maintained by the Department of Commerce, is prohibited.

Privacy. Users may not collect, disclose, or otherwise use any other user's personally identifiable information in violation of any applicable law and/or stated privacy policy.

Abusive Behaviors. The use of ITX Systems to distribute unsolicited mass emails is prohibited. Additionally, using ITX Systems to post unlawful or abusive messages on social media services or to send or receive any data that contains content that may be considered defamatory, discriminatory, offensive, obscene, threatening, harassing, or intimidating by a reasonable person, is not allowed. Further, ITX Team Members may not use ITX Systems to send non-work-related solicitations.

Monitoring and Enforcement

ITX reserves the right to monitor and review all use of ITX Systems to determine compliance with this Policy.

Any violation of this Policy may result in the suspension or termination of ITX Services, and ITX Team Members may be subject to disciplinary action up to and including termination of employment or any contractual relationship.

Users who become aware of prohibited uses of ITX Services and/or ITX Systems should promptly report them by email to securityteam@itx.com.

Contact

Any questions regarding this policy should be directed to the Security Team at securityteam@itx.com.

Frequently Asked Questions

None at this time.