

[System Use Policy

1. Introduction

Information and Communications Technology is an increasingly integral part of Balloo Hire Centre Ltd (Balloo) business operations, and it is standard for employees to use multiple technology devices (PCs, Laptops, tablets, Mobile phones and others) as part of completing day to day activities.

It is important that Balloo, as a business, uses technology in a manner that portrays the professionalism of the company. This policy has been drafted to guide all employees on acceptable use when using Balloo's systems (hardware and software) and the responsibilities and expected behaviours when interacting on any non-Balloo systems, e.g.: Social Media sites.

The objective of the policy is to ensure that Balloo IT hardware, software, mobile phones, data and information are protected from all threats, whether internal or external, deliberate or accidental. It is important to ensure Balloo employees, suppliers and customers are also protected from such threats. Balloo does not operate a BYOD policy (Bring your own device) Use of personal devices is not permitted.

It is the Policy of Balloo to ensure:

- Information is protected from unauthorised access.
- Valuable or sensitive information is protected from unauthorised disclosure.
- All software copyrights are respected and all terms & conditions of any license to which Balloo are a party are adhered to.
- The accuracy and completeness of information by preventing unauthorised modification. Individual accountability is established for appropriate system usage.

Individual accountability is established for the security and maintenance of all IT hardware.

- Regulatory and legislative requirements are met.
- Balloo facilities and assets are only used for authorised activities.
- Balloo assets remain the property of the company.

At the core of the policy is the principle of individual responsibility for technology which Balloo provides to an employee. It is the employee's responsibility to ensure that this policy is adopted and followed. Any updates on the guidelines to systems usage will be updated and new guidance issued.

2. Internet Use

If you have access to the Internet this is to be used in a manner which is consistent with and appropriate to professional business conduct. The Internet must only be used for authorised activities. When on the Internet, employees must regard themselves as representing Balloo and must conduct themselves to avoid bringing the Company into disrepute. Whilst primarily for business use, limited personal use is permitted before or after work hours and during lunch time; personal use should be reasonable and must not expose the Company to risk or adverse publicity as a result of misuse.

Any personal use of the Internet must not affect your ability to carry out your work. Please see below further guidelines regarding internet usage in the workplace:

- Maintain the security of your log-on ID and passwords at all times
- Do not change the Internet software configuration on your workstation.
- Do not download or install unauthorised software. If you require added functionality for your business, you should contact and request it from your depot manager. This is valid for all types of software, updates, patches, drivers etc.
- Refrain from sending confidential or private information via Internet mail (e.g.: Gmail or Hotmail accounts) unless authorised to do so.
 - Downloading files must only be done from secure sites and only for Balloo purposes. Employees are not authorised to download games, music (incl. MP3), video sequences, screen savers; the download of files making Balloo liable for costs and licensing is not permitted.
 - Do not transmit copyright protected material as this may contravene relevant and applicable laws. Employees are not permitted to store copyrighted material on company systems, including but not restricted to, MP3s and videos.
 - Do not access, publish or transmit material of a potentially offensive or illegal nature. Use of internet services via the IT Infrastructure for illegal or unlawful purposes, including copyright, infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes and computer tampering is prohibited. Especially all kinds of pornography
 - Report any incorrect, inflammatory or misleading portrayal of Balloo on the internet to your manager.
 - Employees are not permitted to use unauthorised internet-telephony services (e.g.: personal Skype calls).

3. Email Use

Balloo seeks to promote and make proper use of technology in the interest of its business and its employees. Email is a key business tool and is provided primarily for business use.

- Balloo recognises that employees may need to use email occasionally for personal purposes, which should not interfere with your work.
- Please note email phishing scams are on the rise if you believe you have received a phishing email DO NOT click on any attachments or links. Delete the email and inform your line manager.

We use Microsoft Outlook as our email platform, and you will be required to enter a complex password containing letters, numbers and symbols. This password will change monthly.

Please ensure this password is not written or shared with anyone internal or external to the organisation. If you believe your password may have been compromised, please contact your line manager immediately.

This section outlines the responsibilities of employees using Balloo email.

Emails should be drafted with care. Due to the informal nature of email, it is easy to forget that it is a permanent form of written communication and that material can be recovered even when it is deleted from your computer

You should not send unnecessary emails or copy others into the message without good reason. Unnecessary emails waste company memory and congest the email system.

Emails of a personal nature both sent and received are to be kept to a minimum during working hours.

You must not use emails to send or forward any materials that might cause offence to any person communicating with anyone via email you should not make or forward any statement which could be construed as;

4. Defamatory;

Sexist or racist in nature;

A derogatory remark relating to a person's sex, race, disability, sexual orientation, gender reassignment, religion, belief, political beliefs, age, ethnic origin, colour or nationality (this is not exhaustive);

For criminal purposes; or

Being of an offensive or obscene nature.

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General Manager

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