Education Services

INTERNET AND SOCIAL MEDIA

Additional Guidelines for Schools

August 2014

Glasgow
CITY COUNCIL

Contents

Introduction

There is a requirement to increase staff access to the growing educational content on the Internet to help meet the aims of Curriculum for Excellence but at the same time needing to find balance with regards to all other critical criteria for use:

THE MAIN ELEMENTS ARE:

- Educational requirement
- Data protection laws and guidance
- Child protection laws and guidelines and general Duty of Care
- Official Codes of Conduct (Glasgow City Council and Teaching Institute)

Note: Internet user policies regarding the main elements above will be reviewed from time to time. This document will be updated on an ongoing basis as required so it is important that staff check on a regular basis they are working from the latest revision.

PURPOSE OF THIS GUIDE

This guide is an extension of existing Council policies and must be read in conjunction with all other policies (in particular Glasgow City Counci's Social Media Guidance - www.goglasgow.org.uk/content/UserGenerated/file/ICT%20Policies/SocialMediaGuide10June2011.pdf and Glasgow City Counci's Employee Code of Conduct - connect.glasgow.gov.uk/WorkingforUs/ConditionsofService/index.htm). This guide provides more specific guidance to staff on the use of certain web services within school, what certain websites can be used for and what they must not be used for. One of the main problems regarding Internet services is what can and cannot be used, so a list of approved services that have been checked against the main elements has been provided.

REFERENCE DOCUMENTS

This guide should be read in conjunction with the documents listed below all of which can be found on Glasgow Online and Connect:

- Social Media - Guidance on the expected standards of conduct
  www.goglasgow.org.uk/content/UserGenerated/file/ICT%20Policies/SocialMediaGuide10June2011.pdf
- Information Security Policy
  connect.glasgow.gov.uk/YourCouncil/InformationSecurity
- Information Security Guidelines
  connect.glasgow.gov.uk/YourCouncil/InformationSecurity/PolicyGuidelines
- Management Circular No. 87: School Websites
  www.goglasgow.org.uk/link/managementcircular
- Policy and Guidelines on the acceptable use of ICT facilities (Staff AUP)
  connect.glasgow.gov.uk/YourCouncil/InformationSecurity/PolicyGuidelines
  connect.glasgow.gov.uk/NR/rdonlyres/5CCF1A5A-29C5-4AD4-9F30-2AD779FDF84E/0/AcceptableUseofICTfacilities_v5140114.pdf
- Bullying and Harassment Policy
  connect.glasgow.gov.uk/WorkingforUs/BullyingHarassment/PolicyandRelatedDocuments

- Code of discipline, disciplinary and appeals procedure
  connect.glasgow.gov.uk/NR/rdonlyres/778D600E-2816-475F-8564-792D76368E07/0/CofS_DisciplineAppealsProcedureVersion40.pdf
- Management Circular No. 53: Data Protection
  www.goglasgow.org.uk/link/managementcircular
- Management Circular No. 57: Child Welfare and Safety
  www.goglasgow.org.uk/link/managementcircular
- GTC Scotland's Code of Professionalism and Conduct CoPAC
  www.gtcs.org.uk/standards/copac.aspx

INTERNET FILTERING GROUPS

Investment has been undertaken in a new Internet filtering system which is much more flexible with regards to providing staff and pupil's access to Internet resources and websites.

The new Internet filtering policies will be split in to the following groups to help ensure access to Internet content can be specific to age requirement:

- Staff
- Pre-12 pupil
- S1 to S4 pupil
- S5 and S6 pupil (generally regarded as 16 and over)

The S5/S6 pupil filter will have increased privileges compared to the lower age groups. Should any pupil abuse this privilege by not following acceptable and appropriate use, schools can request they be moved down to the S1 to S4 filter by contacting the service desk.

DEFINITIONS

For the purposes of this document the term *"business use"* refers to business use and teaching and learning purposes.

1. Approved Online Internet Services

The following services have been through our vetting process and are the officially approved services for use in Glasgow schools and nurseries. Staff must adhere to this list where applicable and ensure these guidelines are followed at all times.

SCHOOL WEBSITES

Approved Service/Solution – **Gateway Engage - School Web Hosting Service**

Additional Guidance

- Management Circular No. 87: School Websites
  www.goglasgow.org.uk/link/managementcircular
- All school websites must be hosted via Gateway
- No private domains can be used
  connect.glasgow.gov.uk/NR/rdonlyres/291AFD40-479E-4906-8B0A-8F42DEBC3BF1/0/domainsfinal.doc
- If your school has created an external school website the Headteacher is responsible to ensure this is closed and migrated to Gateway

STAFF WEBSITES

Approved Service/Solution – **Gateway Engage - Staff Web Hosting Service** (this is a new pilot service for staff)

Additional Guidance

- Additional reference: Social Media Guidelines:
  www.goglasgow.org.uk/content/UserGenerated/file/ICT%20Policies/SocialMediaGuide10June2011.pdf
- Server space will be made available for staff who wish to create a website for learning and teaching purposes. Contact Gateway at: ceg@ceg.org.uk
- Staff must seek Headteacher approval before requesting a staff member website
- The website must have no services, features or links added that could be used to privately engage with anyone (two-way communications must be undertaken via an applicable approved service)
- A Glasgow City Council disclaimer must be placed upon any such website. An example will be provided to schools
- There must be no private advertising or links to private advertising or commercial products
- There must be no commercial gain generated from such a website in any form for any Glasgow City Council staff or third parties
- Must not be used to host videos but can link to approved and appropriate videos hosted within an approved hosting service (see Video Hosting). This is to help preserve server space to provide more websites for staff on the server
- School pictures and pictures of pupils can be hosted on or linked to such a website but no pupil names can be published without written parental permission of all within such pictures.
- Links to approved Blog or Wiki services can be used following the appropriate Blog and Wiki guidelines

Any deviation of any point above must have written Directorate approval

INTERNET CHAT

Staff and Pupil Services
Approved Service/Solution – **Glow Chat/Lync**

Additional Guidance

Glow Chat is the approved service. However there may be occasions where staff, class or school projects would like to join a chat being hosted by an external organisation. In such scenarios Headteacher approval must be gained and where possible such a chat service will be made available/temporarily available.

WEBCAM VIDEO INTERACTION SERVICE

Staff and Pupil Services
Approved Service/Solution – **Glow Meet/Lync**

Additional Guidance

Glow Meet is the approved service however there may be occasions where staff, class or school projects would like to join a web conference being hosted by an external organisation. In such scenarios Headteacher approval must be gained and where possible such a video service will be made available/temporarily available.

BLOGS AND WIKIS

Staff Services
Approved Service/Solution – **All suitable online websites**

Additional Guidance

- Additional reference: Social Media Guidelines
  www.goglasgow.org.uk/content/UserGenerated/file/ICT%20Policies/SocialMediaGuide10June2011.pdf
- All suitable blogging platforms can be unblocked for staff for business purposes

Pupil Services
Approved Service/Solution – **Glow Blogs, Glasgow City Council Wikis**

Additional Guidance

Pupils must use approved services. However there may be occasions where class or school projects would like to join a blog/wiki being hosted by an external organisation. In such scenarios headteacher approval must be gained and where possible such a blog will be made temporarily available within the applicable pupil filtering policies group.

VIDEO STREAMING

Staff Service
Approved Service/Solution – **All video and TV streaming websites**

Additional Guidance

■ All suitable online video streaming services can be unblocked for staff for business use
■ Services such as TV DoD (download on demand) or others which require a client application to be deployed to PCs will not be approved. This is costly and not required. There are many free online educational services available

Staff Service
Approved Service/Solution – **Suitable video and TV streaming websites**

Additional Guidance

Suitable online video streaming services will be available for pupil use (and may vary between age groups) such as the BBC. Exceptions include services such as open YouTube, Vimeo etc. that will remain blocked at this time. YouTube Education will be made available for pupils (see additional guidance in the Social Media Section).

VIDEO HOSTING

Staff Service Only
Approved Service/Solution – **Glow 365, TeacherTube**

Additional Guidance

■ **Hosting –** saved online for general audience viewing purposes
■ Approved hosting services will be opened for staff business use
■ Parental/Carer permission must be gained before hosting videos of pupils online. Caution should always be taken with regards to what information is recorded within any video
■ **TeacherTube –** will be available for all pupils in Glasgow so staff can host videos in TeacherTube and pupils will have access in class to stream such videos
■ **Glow –** can be used but staff should consider hosting videos in TeacherTube to save Glow storage space

VIDEO STORAGE/ARCHIVING

Staff Service Only
Approved Service/Solution – **Glow Portal**

Additional Guidance

- **Storage/Archiving** – being stored in a private folder within Glow. Not for general viewing
- Glow storage space will be made available to assist with this function
- It is advised that only a small number of staff have access to such an archiving folder to help ensure privacy and protection of data. Not all video may have the appropriate parental authorisations in place for publishing therefore storage and access to this folder must be protected/restricted

PICTURE HOSTING

Staff Service Only
Approved Service/Solution – **School Websites, Glow Portal, Glasgow City Council Blogs, Glow Blogs, Glow Wiki, Establishment Facebook and Twitter accounts**

Additional Guidance

- **Hosting –** saved online for general audience viewing purposes
- A new picture presentation application has been added to school website services by Gateway

PICTURE STORAGE/ARCHIVING

Staff Service Only
Approved Service/Solution – **Glow 365**

Additional Guidance

- **Storage/Archiving** – being stored in a private folder within Glow. Not for general viewing
- Glow storage space will be made available to assist with this function
- It is advised that only a small number of staff have access to such an archiving folder to help ensure privacy and protection of data. Not all video may have the appropriate parental authorisations in place for publishing therefore storage and access to this folder must be protected/restricted

Note: Glasgow City Council consider videos and pictures of pupils to be personal and sensitive data. Caution should be taken to ensure videos do not identify pupils, their location or are hosted online without written parental/guardian permission. A sample draft parents' parental permissions letter is being drafted at the moment by the Press Office and will include all media, websites and social media permissions and will be sent to schools so they can use as a template and issued annually to parents and carers.

E-PORTFOLIO

Staff and Pupil Services
Approved Service/Solution – **Glow e-Portfolio, Gateway Merit**

Additional Guidance

When considering which service to use the following points may prove beneficial:

- Scottish Government has stated they wish to improve Glow services by introducing a *"beyond 18"* approach which would provide services that would migrate a pupils e-portfolio to their chosen further or higher educational establishment. Colleges are currently being added as establishments within Glow
- Scottish Government is currently re-investigating parental access to the new Glow system and what pupil services they may have access to. It is envisaged that parents/carers would be able to view and follow pupil e-portfolios within Glow upon their request
- Scottish Government is currently developing *"learning pages"* for pupils within Glow. It is envisaged that such learning pages would provide pupils with a method to directly embed their resources to their e-portfolio or may even replace the current e-portfolio completely

WEBMAIL/EMAIL

Staff and Pupil Services
Approved Service/Solution – **Outlook Web Access (school webmail service), School Email accounts**

Additional Guidance

- The Webmail service is a *"log in and use"* service only from private devices. This is authorised as your private device does not store any incoming or sent emails on your device which may contain sensitive information. All data resides on the school's webmail servers
- *"Push email"* is not permitted as such a service saves emails and sensitive data to your private device. Should your device be lost or stolen such data is then at risk
- All email (including web mail services) must be traceable and auditable according to Glasgow City Council policies. As such only school email accounts can be used for electronic email communications

OFFICIAL RESOURCE HOSTING - VIDEO/PICTURES/DATA FILES

Staff Service Only
Approved Service/Solution – **Glasgow Online, Connect, Glasgow.gov Website**

Additional Guidance

Should any staff member wish to share resources they have created across all establishments and/or Council Services on an officially approved basis then please consult with your Headteacher to submit resources to headquarters/Quality Improvement Officer for consideration.

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VLE (VIRTUAL LEARNING ENVIRONMENT)

Staff and Pupil Services
Approved Service/Solution – **Awaiting Scottish Government announcement, Glow 365**

Additional Guidance

The new Glow system will not initially provide an approved VLE system as it currently does. Scottish Government is investigating a new VLE platform. As a VLE contains personal data such a service must be secure. Further information will be provided when available.

Schools are advised to still use Glow 365 as their main online learning platform. Secure groups can be used for online homework distribution and collaboration.

> *Tip: Class groups can be created and resources and documents can be easily "shared" and "followed" by pupils. Effectively these social media type features offer a basic form of VLE that is easy to use and set up. Pupil can then use this Glow group to collaborate on homework. Multiple users can access and work on the same document at the same time providing an excellent method for teachers to demonstrate problems step by step in a live environment.*

2. Social Media Guidance

FACEBOOK AND TWITTER

Staff Filter - services available (Facebook Chat will be un-available)
Pupil S5/S6 Filter - services unavailable
Pupil S1/S4 Filter - services unavailable
Pupil Pre-12 Filter - services unavailable

STAFF USER ACCOUNTS

Additional Guidance

- Staff can create accounts for business purposes and use such an account to locate existing appropriate teaching material
- Password management of such accounts is critical. Additional password management guidance can be found here:
  connect.glasgow.gov.uk/NR/rdonlyres/3E6C748D-D242-4DA5-A426-A34E076284D2/0/PasswordManagement.pdf
- Staff should not use such an account for VLE or homework purposes. An approved service or school website should be used. Not all pupils have social networking accounts and should not be disadvantaged for not having one or pressured in to creating one. School Facebook and Twitter accounts can however be used to communicate to those pupils who do use social media to remind them about homework deadlines and tasks and as an additional form of communication
- It is advisable not to **Friend/Follow/Link** your *"personal"* and *"business"* accounts as personal information will show on your business account. When employees have just one account they must be mindful of the Glasgow City Council social media policy and adhere to this as all times
- Staff must be very cautious of who they **Friend/Follow/Link** on their business account as you do not always know what will show up on your business account from others
- Staff will not **Friend/Follow/Link** with any pupils on any staff user account (unless this is the official school Facebook/Twitter account and normally being managed by two or three senior managers at the school)
- Staff should be aware there are other appropriate non live environment social media platforms available for teaching pupils awareness of social media. Resources and information can be found on the internet safety section of Glasgow Online www.goglasgow.org.uk/Pages/Show/367

> **Tip:** *The following Help guides have been created to assist staff with creating and configuring business accounts on Facebook and Twitter. Pilot schools can find these files within the* **staff folder – Internet and Social Media Guides***.*
>
> *These websites often change privacy policies so it is the responsibility of each staff member to investigate and understand the impacts of such changes when they occur and make any applicable account settings required to protect privacy should they choose to create such an account.*

> **Tip:** *To assist staff with some good practice of using Facebook in education the following Facebook group should be viewed:* www.facebook.com/education

OFFICIAL SCHOOL ACCOUNTS

Additional Guidance

An official Facebook or Twitter account can be created and used as an additional way to communicate effectively with parents, pupils, stakeholders and to share good practice. The school account is the responsibility of the Headteacher or Senior Manager.

- Does not replace the school website or information that should appear on the school website
- Must be moderated. A minimum of three members of staff must have access to the account at all times to cover for absence and moderation. One must be the Headteacher and one must be another SMT member
- Other Facebook or Twitter users must not be able to leave un-moderated public comments on the account – contact the service desk for advice on how to set-up your account correctly and with the appropriate settings. Administrators of the school account have the ability to block unsuitable followers and stop them leaving future comments
- Administrators of school Facebook and/or Twitter accounts should be cautious and use common sense of who they Friend/Follow to ensure unwanted posts are not automatically displayed on the school page. Parents/Carers should be encouraged to *"Follow"* the school account from their personal accounts so that they automatically receive important school notifications and information. Administrators should as a matter of course follow Glasgow City Council Twitter (@GlasgowCC) and key council officers and elected members (e.g. Maureen McKenna, Councillor Stephen Curran, Executive Member for Education and Young People, Education Scotland, Glasgow Parent Council Forum etc.) so that they will automatically receive key messages sent out by the council i.e. school closures, key policy decisions etc. Schools should also look to follow key education stakeholders and people and companies in their local community that will benefit and enhance the school communications with parents/carers and followers. This will be different for each learning community and who you follow is the key to the successful use of social media. The number of followers will evolve over time and enhance this communication tool for schools

A number or primary, secondary and departments within Education Services already use Facebook and Twitter very effectively and to have a look at some good practice look at:

All Saints Languages - @allsaintslingo
John Paul Academy - @johnpaulacademy
Dalmarnock Primary - @DalmarnockPS

PUPIL PICTURES/VIDEOS ON SOCIAL MEDIA WEBSITES

The same rules apply to Facebook and Twitter as with any other Internet site regarding the hosting of pupil pictures or videos. A new parental/carer permission letter should reflect this when sent out at term time or annually. New sample parental/carer permission letters that will reflect new social media guidance are being drafted by the Glasgow City Council Media Office and will be sent to schools to use and adapted as appropriate to your school community.

MOBILE/PRIVATE DEVICE USAGE ON SOCIAL MEDIA WEBSITES

As services such as Facebook and Twitter are external services and not part of Glasgow City Council's core ICT systems it is recognised that staff may wish to use private devices to update such accounts whilst out of school. For security purposes in case such device is lost or stolen the following precautions must be taken on such devices:

■ The device must be password protected to prevent un-authorised access
■ Internet security settings: You should not tick any boxes that will leave you logged in to any user account
■ Internet security settings: You should not add usernames and/or passwords to the devices memory settings

YOUTUBE

Staff Filter - full services available
Pupil S5/S6 Filter - services unavailable
Pupil S1/S4 Filter - services unavailable
Pupil Pre-12 Filter - services unavailable

VIMEO, TEACHERTUBE AND OTHER SOCIAL MEDIA VIDEO HOSTING/STREAMING WEBSITES

Staff Filter - all appropriate sites available for staff
Pupil S5/S6 Filter - services unavailable
Pupil S1/S4 Filter - services unavailable
Pupil Pre-12 Filter - services unavailable

Additional Guidance

■ **Hosting of videos** to be done within approved services only namely: Glow, TeacherTube (both available to pupils to view videos)
■ All appropriate websites will be made available for staff viewing

INTERNET RADIO STREAMING

Staff Filter - services unavailable
Pupil S5/S6 Filter - services unavailable
Pupil S1/S4 Filter - services unavailable
Pupil Pre-12 Filter - services unavailable

Additional Guidance

Streaming radio services across the schools network will not be made available. This can reduce school bandwidth availability and it is believed any such learning and teaching requirement can be met using other available Internet services.

3. Other Internet Services (checks to undertake and points to consider)

Where staff would like to use other services on the Internet that are not covered by an approved service, such as but not limited to, an online subscription to an educational website, they must undertake and consider the following points. Common sense and professional judgement must prevail and where any member of staff is unsure they must seek advice from their Head of Establishment before proceeding.

POINTS TO CONSIDER WHEN REVIEWING OTHER SERVICES

- **Child Protection and Welfare**
  No unapproved service can be used where uploaded information could be used to trace a pupil to a location. For example such information could be as simple as a pupil and school name

- **Service would contain personal data of staff and/or pupils**
  No unapproved service can be used where personal data will be stored online without first receiving written Directorate approval. You should approach your head of establishment to discuss and submit a request via their line manager supplying as much information about the service as possible. Central resources to investigate such requests are extremely limited and will take time. Schools must pre-investigate all security points below supplying the appropriate information

- **Service would contain pupil course work: (no personal data involved)**
  Staff are responsible to:
  - evaluate the impact if such course work is lost
  - understand the service companies backup and restore procedures and capabilities
  - undertake a risk analysis of the above and seek Heads approval before subscribing

Note: Hosting of any course work or personal data outside of the EU is not permissible. You are responsible to investigate the hosting location with the applicable supplier.

Tip: Where possible pupil names should not be used and could be replaced using the pupils SQA or Seemis number for identification purposes.

POINTS TO CONSIDER WHEN REVIEWING OTHER SERVICES

■ **General Security and Single Sign On**
Staff should consider:
- Are additional usernames and passwords required for users?
- What are the password policies? Is the length and complexity suitable for the age group of users?
- How often must the password be changed?
- Is any form of online encryption used for the service such as SSL? Discuss with the supplier

Tip: *Any service requiring password management is an additional burden on users to remember fast growing lists of usernames and passwords. This can cause additional disruption to learning resolving forgotten passwords in the classroom. Where possible use open, free Internet sites that do not require user accounts or online data storage.*

■ **Educational Value**
Must meet the schools basic educational requirements but be careful of over subscribing to services that will not be used

■ **Cost**
Free, appropriate, secure services that meet basic requirement should always be chosen over subscription based services for cost savings/best value. Where applicable, economies of scale should be investigated and discussed with suppliers. There may be multiple schools in Glasgow that use the same service – do you qualify for an additional discount?

Tip: *Such discussion can be raised at Faculty Head business meetings along with the applicable Quality Improvement Officer*

■ **Consistency**
Staff and Pupils should be able to move schools and not be at a disadvantage of having to learn new systems/software for core delivery. If Glasgow has supplied standard build software on school desktop devices this software should be used for core delivery. Other online services can be used as supplementary delivery

■ **Collaboration**
The Internet provides a large choice of services but if many other establishments are using a specific service you should consider using the same service to increase collaboration with other establishments

4. Procedure for Blocking and Unblocking Websites

BLOCKING A WEBSITE

Your establishment contacts the ACCESS Service Desk directly and logs a service call for the Block. This is a two hour service level. You must provide the website URL address and the reason why the website should be blocked.

DISAGREEMENTS

Where one school has requested a website be blocked and another school request it be unblocked, ACCESS will contact Education Services headquarters for a decision.

UNBLOCKING A WEBSITE

- Each staff member requesting a website be unblocked must complete the Schools Internet Unblock Request Form in full. The request form can be found here: www.goglasgow.org.uk/content/UserGenerated/file/GONews/Internet%20Unblock%20Form%20-%20Schools(1).doc
- Staff must consider the different filters now available and only request (where applicable) pupil access for the applicable age group
- Your Headteacher or ICT Co-ordinator will review your request. They will check that the website is not already available (sometimes an issue can be user account related) and if appropriate they will submit this request to HQ for consideration
- For expediency - only fully completed request forms approved and submitted by the Headteacher or ICT Co-ordinator will be considered
- Do not contact the ACCESS Service Desk directly for unblock requests

5. Frequently Asked Questions and Answers

- **Can I connect directly to the Internet using a 3G, 4G or private wireless device while using a business issued/school purchased device?**

  Only if you are using a managed service laptop connecting via the secure VPN service (virtual private network). This service is available on all network connected managed laptops.

  Glasgow City Council policy states that all business/teaching Internet traffic must route through the appropriate Council Internet filter.

  For un-encrypted mobile type device such as Tablets and Netbooks an establishment can invest in the Mobile WiFi service which supplies approved Glasgow City Council filtered Internet access (available shortly). External WiFi services such as coffee shops or your home Internet connection can not be used as they are not connecting via Glasgow City Council Filtered Internet. If your establishment does not have mobile WiFi and you require downloading apps - contact your local schools and co-ordinate the temporary use of their mobile WiFi service

- **Can staff use Un-encrypted business issued/school purchased devices such as Tablets or Digital Cameras to video or picture pupils for course work and course evaluation purposes?**

  Yes, but staff are responsible to download and secure such data to an approved encrypted device, appropriate school network storage area or approved online storage area and delete such data from the device. This must be done as soon as possible and no later than close of business on the same day so that such data is not stored on the device over night

- **Can I use my personal device for business/teaching purposes (BYOD)?**

  Current Glasgow City Council policy states that personal devices can not be used for business/teaching purposes. The only current exceptions to this rule are the approved use of personal devices to connect to:

  - School Webmail service
  - Approved Internet enabled Seemis modules
  - Glow 365
  - Social Media sites such as Facebook and Twitter (whilst out of school premises)

- **Can pupils use their personal device in class (BYOD)?**

  Education Services can evaluate and where appropriate supply certain mobile devices to assist pupils with "in class learning". The ASL Technology Service should be contacted to discuss pupil requirements and what can be provided and the appropriate AUP (acceptable use policy) signed and agreed by the pupil/parent/carer. Only in certain instances can pupils use their own personal device and permission must be granted in writing by Directorate

- **If we have run out of network storage space for pictures and videos can we save them to an offline external device?**

  Yes, but an *"approved external encrypted"* device must be used. All approved devices are available via Pecos. Do not purchase non-approved encrypted devices from external suppliers

www.glasgow.gov.uk