

USER CHARTER

Review	
Latest change	January 2020

GRUPE MEDIA CONTACT SA

 Avenue Dorothee LIMA, rue 11010
Gbegamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou

 **+229 95 17 00 16**
contact@groupmediacontact.com

 **RCCM N° : RB/COT/13B 10291**
IFU N° : 3201300930112

Summary

I-INTRODUCTION.....
33.....
3

I-PROTECTION OF INFORMATION AND ELECTRONIC DOCUMENTS.....
34.....
3

II-PROTECTION OF MEANS AND RIGHTS OF ACCESS TO INFORMATION
44.....
4

III-PROTECTION OF COMPUTER EQUIPMENT
56.....
5

IV-PROTECTION FROM EXCHANGES ON NETWORKS.....
67.....
6

V-ANALYSIS AND CONTROL OF RESOURCE USE
910.....
9

VI-APPLICATION.....
910.....
9

GROUPE MEDIA CONTACT SA

 Avenue Dorothee LIMA, rue 11010
Gbamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou

 **+229 95 17 00 16**
contact@groupediacontact.com

 **RCCM N° : RB/COT/13B 10291**
IFU N° : 3201300930112

I- Introduction

Computer attacks are constantly increasing in number, efficiency and complexity with sometimes dramatic consequences:

- Damage to image and reputation,
- Unavailability of infrastructure
- Or financial impact.

But the digital transition also brings great opportunities for businesses to seize them in light of their digital security needs. Implementing a foundation of good IT practices irrigating the entire company through a virtuous process requires certain fundamental steps. The development of a charter for the use of computer and digital tools is one of them. While awareness of digital risk is increasing, it is still insufficient in terms of the steps companies have taken to secure their information systems. Digital security is certainly everyone's business. The GROUP MEDIA CONTACT being in being 90% computerized, has put in place a user charter, which is only a user guide to allow all users to better use the Computer System.

This text is above all a code of conduct. Its purpose is to clarify the responsibility of users, in accordance with the legislation, in order to establish the correct use of the computer resources and Internet services of the MEDIA CONTACT website, in courtesy and respect for others.

I- PROTECTING INFORMATION AND ELECTRONIC DOCUMENTS

Every user is responsible for using the COMPUTER resources to which they have access. The user protects the information he is required to handle as part of his events, depending on their sensitivity. When creating a document, the User determines its level of sensitivity and applies the rules to guarantee its protection throughout its life cycle (marking, storage,

GRUPE MEDIA CONTACT SA



Avenue Dorothee LIMA, rue 11010
Gbgamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou



+229 95 17 00 16
contact@groupmediacontact.com



RCCM N° : RB/COT/13B 10291
IFU N° : 3201300930112



transmission, printing, deletion, etc.).

When its data is not subject to automatic backups put in place by the entity under its control, the user implements the manual backup system advocated by his entity. In order to guard against the risk of theft of sensitive documents, the user, when away from his office, ensures that his paper documents, when they exist, are stored under lock and that his workstation is locked.

II- PROTECTION OF MEANS AND RIGHTS OF ACCESS TO INFORMATION

The user is responsible for the use of information systems carried out with his access rights.

- As such, it protects the authentication means that have been assigned to it or that it has generated (badges, passwords, private keys, private keys linked to certificates, etc.):
- They are never communicated, including to its line manager and the IS team of its entity;
- It applies the rules of "generation/complexity" and renewal in force according to the authentication method used;
- It puts in place all the means at its disposal to avoid the disclosure of its authentication means;
- It amends or requests the renewal of its authentication means if it suspects its disclosure;
- It guarantees access to its professional data, particularly as part of the data collection policy implemented within the entity.
- The user does not use the authentication means or access rights of a third party. Similarly, he does not try to hide his own identity.
- The user uses his access rights only to access information or services

GRUPE MEDIA CONTACT SA



Avenue Dorothee LIMA, rue 11010
Gbamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou



+229 95 17 00 16
contact@groupediacontact.com



RCCM N° : RB/COT/13B 10291
IFU N° : 3201300930112

necessary for the performance of the missions entrusted to him and for which he is authorized:

- He is prohibited from accessing or attempting to access information system resources for which he has not received an explicit clearance;
- It does not connect to the local networks of the emergency regardless of the nature of these réseaux (wired or non-wired) materials other than those entrusted or authorized by the Direction or the Entity;
- It does not introduce data media (USB key, CDROM, DVD, etc.) without respecting the entity's rules and takes the necessary precautions to ensure their safety;
- It does not install, download or use software on the entity's hardware or on personal material used for business purposes, software or software packages whose licensing fees have not been paid, or from reputable sites, or prohibited by the Entity;
- It undertakes not to intentionally disrupt the proper functioning of IT resources and networks, whether through abnormal manipulations of hardware or software.
- The user informs administrators of any changes to their functions that require a change in their access rights.

III- PROTECTING IT EQUIPMENT

The user protects the equipment available to him:

- It applies the instructions of the entity's IT team to ensure, among other things, that the configuration of its equipment follows good security practices (application of security patches, encryption, etc.);
- It uses the available means of protection (anti-theft cable, storage in a drawer or locked cabinet, etc.) to ensure the protection of mobile equipment and the information they contain (laptop, USB stick, smartphones, tablets, etc.)

GRUPE MEDIA CONTACT SA



Avenue Dorothée LIMA, rue 11010
Gbegamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou



+229 95 17 00 16
contact@groupmediacontact.com



RCCM N° : RB/COT/13B 10291
IFU N° : 3201300930112

against theft;

- In case of absence, even momentary, he locks or closes all current sessions on his workstation;
- Ireport as quickly as possible to the head of security of theComputerSystems (in charge of the ISS within the entity or if necessary responsible for SSI) any loss, theft or compromise suspected or proven of equipment made available to it.
- The user protects the personal equipment he uses to access, remotely or from an entity's local network, MEDIA CONTACT's IS or store business data in accordance with the rules set out by MEDIA CONTACT and the entity.
- The entity informs and accompanies it in the implementation of its protection measures.

IV- PROTECTION FROM EXCHANGES ON NETWORKS

Email address

MEDIA CONTACT is committed to providing the user with a professional name mailbox that allows them to send and receive e-mail messages. The use of this name address is the responsibility of the user.

The nominative aspect of the e-mail address is a simple extension of the administrative address: it does not remove the professional nature of the e-mail.

Content of network exchanges

E-exchanges (mail, discussion forums, instant messaging, social networks, document sharing, voice, images, videos, etc.) respect the correction normally expected in any type of exchange, both written and oral.

The transmission of classified defence data is prohibited unless specific device is

GRUPE MEDIA CONTACT SA

 Avenue Dorothee LIMA, rue 11010
Gbegamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou

 +229 95 17 00 16
contact@groupediacontact.com

 **RCCM N° : RB/COT/13B 10291**
IFU N° : 3201300930112

approved and the transmission of sensitive data must be carried out in a way that is protected in force.

Vigilance

The user is vigilant about the information received (misinformation, computer viruses, attempted scams, chains, phishing, etc.).

Status and legal value of information exchanged

Information exchanged electronically with third parties may, legally, form a contract under certain conditions or be used for probatory purposes.

The user must, therefore, be careful about the nature of the information he exchanges electronically in the same way as for traditional mail.

Storage and archiving of exchanged information

The user is informed that the email is an administrative document recognized as evidence in case of litigation.

Protection from access to online services on the Internet

If private residual use can be tolerated, it is recalled that connections made through the computer tool made available by MEDIA CONTACT are presumed to be professional.

The user uses his business details, especially his email address or other identifier, with caution. By using them on sites unrelated to his professional activity, he facilitates damage to his reputation, the reputation of the Entity or that of MEDIA CONTACT.

Some malicious sites take advantage of browser vulnerabilities to retrieve data from the

GRUPE MEDIA CONTACT SA

 Avenue Dorothee LIMA, rue 11010
Gbegamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou

 +229 95 17 00 16
contact@groupmediacontact.com

 RCCM N° : RB/COT/13B 10291
IFU N° : 3201300930112

desktop. Other sites provide software that, in an innocuous guise, can take control of the computer and transmit its contents to the hacker without the user's knowledge. Finally, some sites do not provide any guarantees of the future use that may be made of the transmitted data. Therefore, the user:

- Quickly to connect to suspicious sites;
- Quickly to download software whose safety is not guaranteed (nature of the publisher, download mode, etc.);
- Databackups, information sharing, collaborative exchanges, only on trusted sites, made available by the institution and whose security has been verified by the institution (for example via a security audit);
- Cprovides non-public data that would be stored on third-party sites or transmitted via unsecured messaging.

Publication of information on the Internet (web, messaging, forum, etc.)

Any publication of information on the entity's websites or intranet is carried out under the responsibility of a site manager or publication manager named.

No publication of private information (private pages in the non-professional sense) about the resources of the entity's information system is permitted, unless there is a special provision decided within the entity.

The head of the I-System System of the entity or the head of the MEDIA CONTACT ISystem is in charge of the user's support for the implementation of all these measures.

MEDIA CONTACT cannot be held responsible for information damage or violations committed by a user who has not complied with these rules.

GRUPE MEDIA CONTACT SA

 Avenue Dorothee LIMA, rue 11010
Gbgamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou

 +229 95 17 00 16
contact@groupmediacontact.com

 RCCM N° : RB/COT/13B 10291
IFU N° : 3201300930112

V- ANALYSIS AND CONTROL OF RESOURCE USE

For maintenance and technical management needs, the use of hardware or software resources as well as exchanges via the network can be analysed and controlled in accordance with applicable legislation and in particular the law on information technology and freedoms.

VI- Application

This charter applies to any person, agent of MEDIA CONTACT or any other organization, working on a permanent or temporary basis on the site, and authorized to use the computer resources of theGROUP site as well as those to which it is possible to access directly or cascading remotely from the network administered.

It will be attached, as information, to employment contracts with contract agents who will have access to the computer system of MEDIA CONTACT.

It will be compulsorily signed by anyone who is hosted on the MEDIA CONTACT website and has access to the so-called system.

GRUPE MEDIA CONTACT SA

 Avenue Dorothee LIMA, rue 11010
Gbamey Place Bulgarie
Immeuble Christophe, Cotonou Bénin
02 BP 8072 Cotonou

 +229 95 17 00 16
contact@groupmediacontact.com

 RCCM N° : RB/COT/13B 10291
IFU N° : 3201300930112