

St Mary's Catholic Primary Voluntary Academy

Policy for E-safety



Peace

TendeRness

VocatIon

A Desire for God

A LovE of Learning

Updated - October 2020

Review date - October 2021

Rationale

The purpose of this policy is to:

- Set out the key principles expected of all members of the school community at St Mary's Catholic Primary Voluntary Academy with respect to the use of ICT-based technologies.
- Safeguard and protect the children and staff of St Mary's Catholic Primary Voluntary Academy.
- Assist school staff working with children to work safely and responsibly with the Internet and other communication technologies and to monitor their own standards and practice.
- Set clear expectations of behaviour and/or codes of practice relevant to responsible use of the Internet for educational, personal or recreational use.
- Have clear structures to deal with online abuse such as cyberbullying which are cross referenced with other school policies.
- Ensure that all members of the school community are aware that unlawful or unsafe behaviour is unacceptable and that, where appropriate, disciplinary or legal action will be taken.
- Minimise the risk of misplaced or malicious allegations made against adults who work with students.

Who will write and review the policy?

- The e-Safety Policy is part of many different policies including the ICT Policy, Child Protection/Safeguarding Policy, Anti-Bullying relates to other policies including those for behaviour, for personal, social and health education (PSHE) and for citizenship.
- The e-Safety Policy and its implementation will be reviewed annually.
- The E-Safety Coordinator is Mr J Leech, who is also the Designated Safeguarding Lead and Headteacher.
- The Safeguarding Governor is Mrs L Norton

Introduction

ICT in the 21st Century is seen as an essential resource to support learning and teaching, as well as playing an important role in the everyday lives of everyone. Consequently, schools need to build in the use of these technologies in order to arm pupils with the skills to access life-long learning and employment.

Information and Communications Technology covers a wide range of resources including; web-based and mobile learning. It is also important to recognise the constant and fast paced evolution of ICT within our society as a whole. Currently the internet technologies children and young people are using both inside and outside of the classroom include:

- Websites

- Apps
- E-mail, Instant Messaging and chat rooms
- Social Media, including Facebook and Twitter
- Mobile/ Smart phones with text, video and/ or web functionality
- Other mobile devices including tablets and gaming devices
- Online Games
- Learning Platforms and Virtual Learning Environments
- Blogs and Wikis
- Podcasting
- Video sharing
- Downloading
- On demand TV and video, movies and radio / Smart TVs

Whilst exciting and beneficial both in and out of the context of education, much ICT, particularly web-based resources, are not consistently policed. All users need to be aware of the range of risks associated with the use of these Internet technologies and that some have minimum age requirements (13 years in most cases).

At St Mary’s Catholic Voluntary Academy, we understand the responsibility to educate our pupils on eSafety Issues; teaching them the appropriate behaviours and critical thinking skills to enable them to remain both safe and legal when using the internet and related technologies, in and beyond the context of the classroom.

Roles and Responsibilities

The following section outlines the e-safety roles and responsibilities of individuals and groups within St Mary’s CVA

Role	Key Responsibilities
Headteacher/ Designated Safeguarding Lead	<ul style="list-style-type: none"> • To take overall responsibility for e-safety provision. • To ensure the school uses an approved, filtered Internet Service, which complies with current statutory requirements (EIS). • To be responsible for ensuring that staff receive suitable training to carry out their e-safety roles and to train other colleagues, as relevant. • To be aware of procedures to be followed in the event of a serious e-safety incident. • Takes day to day responsibility for e-safety issues and has a leading role in establishing and reviewing the school e-safety policies / documents. • Promotes an awareness and commitment to e-safeguarding throughout the school community. • Ensures that e-safety education is embedded across the curriculum. • Liaises with school ICT technical staff. • To communicate regularly with SLT and the designated e-safety Governor to discuss current issues, review incidents. • To ensure that all staff are aware of the procedures that need to be followed in the event of an e-safety incident. • Facilitates training and advice for all staff. • Liaises with the Local Authority and relevant agencies. • Is regularly updated in e-safety issues and legislation, and be aware of the potential for serious child protection issues to arise from: <ul style="list-style-type: none"> · sharing of personal data · access to illegal / inappropriate materials · inappropriate on-line contact with adults / strangers · potential or actual incidents of grooming · cyber-bullying and use of social media
Governors/Saf eguarding Governor	<ul style="list-style-type: none"> • To ensure that the school follows all current e-safety advice to keep the children and staff safe. • To approve the E-Safety Policy and review the effectiveness of the policy. This will be carried out by the Governors. • To support the school in encouraging parents and the wider community to become engaged in e-safety activities.

Role	Key Responsibilities
Computing Curriculum Leader	<ul style="list-style-type: none"> • To oversee the delivery of the e-safety element of the Computing curriculum. • To liaise with the e-safety coordinator regularly
ICT Providers (PrimaryTech)	<ul style="list-style-type: none"> • To report any e-safety related issues that arises, to the e-safety coordinator. • To ensure that users may only access the school's networks through an authorised and properly enforced password protection policy, in which passwords are regularly changed. • To ensure that provision exists for misuse detection and malicious attack e.g. keeping virus protection up to date). • To ensure the security of the school ICT system. • To ensure that access controls / encryption exist to protect personal and sensitive information held on school-owned devices. • The school's policy on Internet Use is applied and updated on a regular basis. • That he/she keeps up to date with the school's e-safety policy and technical information in order to effectively carry out their e-safety role and to inform and update others as necessary. • To ensure appropriate backup procedures exist so that critical information and systems can be recovered in the event of a disaster. • To keep up-to-date documentation of the school's e-security and technical procedures. • To ensure that all data held on pupils on the school office machines have appropriate access controls in place.
Teachers	<ul style="list-style-type: none"> • To embed e-safety issues in all aspects of the curriculum and other school activities. • To supervise and guide pupils carefully when engaged in learning activities involving online technology (including, extra-curricular and extended school activities if relevant). • To ensure that pupils are fully aware of research skills and are fully aware of legal issues relating to electronic content such as copyright laws.
All staff	<ul style="list-style-type: none"> • To read, understand and help promote the school's e-safety policies and guidance. • To read, understand, sign and adhere to the school staff Acceptable Use Agreement/Policy. • To be aware of e-safety issues related to the use of mobile phones, cameras and hand held devices and that they monitor their use and implement current school policies with regard to these devices. • To report any suspected misuse or problem to the e-safety coordinator. • To maintain an awareness of current e-safety issues and guidance e.g. through CPD. • To model safe, responsible and professional behaviours in their own use of technology. • To ensure that any digital communications with pupils should be on a professional level and only through school based systems, never through personal mechanisms, e.g. email, text, mobile phones etc..
Pupils	<ul style="list-style-type: none"> • Read and adhere to the Student/Pupil Acceptable Use Policy. • Have a good understanding of research skills and the need to avoid plagiarism and uphold copyright regulations. • To understand the importance of reporting abuse, misuse or access to inappropriate materials. • To know what action to take if they or someone they know feels worried or vulnerable when using online technology. • To know and understand school policy on the use of mobile phones, digital cameras and hand held devices. • To know and understand school policy on the taking/use of images and on cyber-bullying. • To understand the importance of adopting good e-safety practice when using digital technologies out of school and realise that the school's E-Safety Policy covers their actions out of school, if related to their membership of the school.

Role	Key Responsibilities
	<ul style="list-style-type: none"> • To take responsibility for learning about the benefits and risks of using the Internet and other technologies safely both in school and at home. • To help the school in the creation/review of e-safety policies.
Parents/carers	<ul style="list-style-type: none"> • To support the school in promoting e-safety. • To read, understand and promote the school Pupil Acceptable Use Agreement with their children. • To consult with the school if they have any concerns about their children's use of technology.

Teaching and learning

Why is Internet use important?

- The Internet use is part of the statutory curriculum and is a necessary tool for learning.
- The Internet is a part of everyday life for education, business and social interaction.
- The school has a duty to provide students with quality Internet access as part of their learning experience.
- Pupils use the Internet widely outside school and need to learn how to evaluate Internet information and to take care of their own safety and security.
- The purpose of Internet use in school is to raise educational standards, to promote pupil achievement, to support the professional work of staff and to enhance the school's management functions.
- Internet access is an entitlement for students who show a responsible and mature approach to its use.

How does Internet use benefit education?

Benefits of using the Internet in education include:

- access to worldwide educational resources including museums and art galleries;
- inclusion in the National Education Network which connects all UK schools;
- educational and cultural exchanges between pupils worldwide;
- vocational, social and leisure use in libraries, clubs and at home;
- access to experts in many fields for pupils and staff;
- professional development for staff through access to national developments, educational materials and effective curriculum practice;
- collaboration across networks of schools, support services and professional associations;
- improved access to technical support including remote management of networks and automatic system updates;
- exchange of curriculum and administration data with external agencies;
- access to learning wherever and whenever convenient.

How can Internet use enhance learning?

- The school's Internet access will be designed to enhance and extend education.
- Pupils will be taught what Internet use is acceptable and what is not and given clear objectives for Internet use.
- The schools will ensure that the copying and subsequent use of Internet-derived materials by staff and pupils complies with copyright law.
- Access levels to the internet will be reviewed to reflect the curriculum requirements and the age and ability of pupils.
- Staff should guide pupils to online activities that will support the learning outcomes planned for the pupils' age and ability.
- Pupils will be educated in the effective use of the Internet in research, including the skills of knowledge location, retrieval and evaluation.
- Pupils will be taught to acknowledge the source of information used and to respect copyright when using Internet material in their own work.
- With a greater emphasis on blended learning and remote learning, then ICT and online learning is going to be used even more.

How will pupils learn how to evaluate Internet content?

- Pupils will be taught to be critically aware of the materials they read and shown how to validate information before accepting its accuracy.
- Pupils will use age-appropriate tools to research Internet content.
- The evaluation of online materials is a part of teaching and learning in every subject and will be viewed as a whole-school requirement across the curriculum.

Managing Information Systems

How will information systems security be maintained?

- The security of the school information systems and users will be reviewed regularly.
- Virus protection will be updated regularly.
- Unapproved software will not be allowed in work areas or attached to email.
- Files held on the school's network will be regularly checked.
- The IT providers will review system capacity regularly.
- The use of user logins and passwords to access the school network will be enforced.

How will email be managed?

- Pupils may only use approved email accounts for school purposes.
- Pupils must immediately tell a designated member of staff if they receive offensive email.
- Pupils must not reveal personal details of themselves or others in email communication, or arrange to meet anyone.
- Whole -class or group email addresses will be used in primary schools for communication outside of the school.
- Staff will only use official school provided email accounts to communicate with pupils and parents/carers, as approved by the Senior Leadership Team.
- Access in school to external personal email accounts may be blocked.
- The forwarding of chain messages is not permitted.
- Staff should not use personal email accounts during school hours or for professional purposes.

How will published content be managed?

- The contact details on the website should be the school address, email and telephone number. Staff or pupils' personal information must not be published.
- The head teacher will take overall editorial responsibility for online content published by the school and will ensure that content published is accurate and appropriate.
- The school website will comply with the school's guidelines for publications including respect for intellectual property rights, privacy policies and copyright.

Can pupils' images or work be published?

- Images or videos that include pupils will be selected carefully and will not provide material that could be reused.
- Pupils' full names will not be used anywhere on the website, particularly in association with photographs.
- Written permission from parents or carers will be obtained before images/videos of pupils are electronically published.
- Written consent will be kept by the school where pupils' images are used for publicity purposes, until the image is no longer in use.

How will social networking, social media and personal publishing be managed?

- The school will control access to social media and social networking sites.
- Pupils will be advised never to give out personal details of any kind which may identify them and/or their location. Examples would include real name, address, mobile or landline phone numbers, school attended, IM and email addresses, full names of friends/family, specific interests and clubs etc.
- Staff wishing to use Social Media tools with students as part of the curriculum will risk assess the sites before use and check the sites terms and conditions to ensure the site is age appropriate. Staff will obtain documented consent from the Senior Leadership Team before using Social Media tools in the classroom.

- Staff official blogs or wikis should be password protected and run from the school website with approval from the Senior Leadership Team. Members of staff are advised not to run social network spaces for pupil use on a personal basis.
- Personal publishing will be taught via age appropriate sites that are suitable for educational purposes. They will be moderated by the school where possible.
- Pupils will be advised on security and privacy online and will be encouraged to set passwords, deny access to unknown individuals and to block unwanted communications. Pupil will be encouraged to approve and invite known friends only on social networking sites and to deny access to others by making profiles private.
- All members of the school community are advised not to publish specific and detailed private thoughts, especially those that may be considered threatening, hurtful or defamatory.
- Concerns regarding students' use of social networking, social media and personal publishing sites (in or out of school) will be raised with their parents/carers, particularly when concerning students' underage use of sites.
- Staff personal use of social networking, social media and personal publishing sites will be discussed as part of staff induction and safe and professional behaviour will be outlined in the school Acceptable Use Policy.

How will filtering be managed?

Schools (and registered childcare providers) in England and Wales are required "to ensure children are safe from terrorist and extremist material when accessing the internet in school, including by establishing appropriate levels of filtering" (Revised Prevent Duty Guidance: for England and Wales, 2020).

The Department for Education published the revised statutory guidance 'Keeping Children Safe in Education' in September 2020 or schools and colleges in England. Amongst the revisions, schools are obligated to "ensure appropriate filters and appropriate monitoring systems are in place. Children should not be able to access harmful or inappropriate material from the school or colleges IT system" however, schools will need to "be careful that "over blocking" does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding."

- The school's broadband access will include filtering appropriate to the age and maturity of pupils.
- The school will work with Equinet and the Schools Broadband team to ensure that filtering policy is continually reviewed.
- The school will have a clear procedure for reporting breaches of filtering. All members of the school community (all staff and all pupils) will be aware of this procedure.
- If staff or pupils discover unsuitable sites, the URL will be reported to the School e-Safety Coordinator who will then record the incident and escalate the concern as appropriate.
- The School filtering system will block all sites on the Internet Watch Foundation (IWF) list.
- Changes to the school filtering policy will be risk assessed by staff with educational and technical experience prior to any changes and where appropriate with consent from the Senior Leadership Team.
- Any material that the school believes is illegal will be reported to appropriate agencies such as IWF, the Police or CEOP
- The school's access strategy will be designed by educators to suit the age and curriculum requirements of the pupils, with advice from network managers.

How will video conferencing be managed?

- All videoconferencing equipment in the classroom must be switched off when not in use and not set to auto answer.
- External IP addresses will not be made available to other sites.
- Videoconferencing contact information will not be put on the school Website.
- The equipment must be secure and if necessary locked away when not in use.
- School videoconferencing equipment will not be taken off school premises without permission.
- Responsibility for the use of the videoconferencing equipment outside school time will be established with care.

Users

- Pupils will ask permission from a teacher before making or answering a videoconference call.
- Videoconferencing will be supervised appropriately for the pupils' age and ability.
- Parents and carers consent should be obtained prior to children taking part in videoconferences.

- Only key administrators should be given access to videoconferencing administration areas or remote control pages.
- Unique log on and password details for the educational videoconferencing services should only be issued to members of staff and kept secure.

Content

- When recording a videoconference lesson, written permission should be given by all sites and participants. The reason for the recording must be given and the recording of videoconference should be clear to all parties at the start of the conference. Recorded material shall be stored securely.
- Videoconferencing is a challenging activity with a wide range of learning benefits. Preparation and evaluation are essential to the whole activity.
- If third party materials are to be included, check that recording is acceptable to avoid infringing the third party intellectual property rights.
- Establish dialogue with other conference participants before taking part in a videoconference. If it is a non-school site it is important to check that they are delivering material that is appropriate for your class.

How are emerging technologies managed?

- Emerging technologies will be examined for educational benefit and a risk assessment will be carried out before use in school is allowed.
- Pupils will be instructed about safe and appropriate use of personal devices both on and off site in accordance with the school Acceptable Use and Mobile Phone Policy.

How should personal data be protected?

- Personal data will be recorded, processed, transferred and made available according to the Data Protection Act 1998.

Policy Decisions

How will Internet access be authorised?

- Parents will be asked to read the School Acceptable Use Policy for pupil access and discuss it with their child, where appropriate.
- All visitors to the school site who require access to the school's network will be made aware of the schools acceptable use policy.
- Parents will be informed that pupils will be provided with supervised Internet access appropriate to their age and ability.
- When considering access for vulnerable members of the school community (such as with children with special education needs) the school will make decisions based on the specific needs and understanding of the pupil(s).
- At Foundation Stage Key Stage 1 pupils' access to the Internet will be by adult demonstration with occasional directly supervised access to specific and approved online materials.
- At Key Stage 2 pupils will be supervised. Pupils will use age-appropriate search engines and online tools and online activities will be teacher-directed where necessary.

How will risks be assessed?

- The school will take all reasonable precautions to ensure that users access only appropriate material. However, due to the global and connected nature of Internet content, it is not possible to guarantee that access to unsuitable material will never occur via a school computer. The school cannot accept liability for the material accessed, or any consequences resulting from Internet use.
- The school will audit ICT use to establish if the e-Safety policy is adequate and that the implementation of the e-Safety policy is appropriate.
- The use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990 and breaches will be reported to Kent Police.
- Methods to identify, assess and minimise risks will be reviewed regularly.

How will the school respond to any incidents of concern?

- All members of the school community will be informed about the procedure for reporting e-Safety concerns (such as breaches of filtering, cyberbullying, illegal content etc).
- All staff will follow 'Response to an Incident of Concern' (See Appendix)
- The e-Safety Coordinator will record all reported incidents and actions taken.
- The Designated Child Protection Coordinator will be informed of any e-Safety incidents involving Child Protection concerns, which will then be escalated appropriately.
- The school will manage e-Safety incidents in accordance with the school discipline/ behaviour policy where appropriate.
- The school will inform parents/carers of any incidents of concerns as and when required.
- After any investigations are completed, the school will debrief, identify lessons learnt and implement any changes required.
- Where there is cause for concern or fear that illegal activity has taken place or is taking place then the school will contact the Children's Safeguard Team or e-Safety officer and escalate the concern to the Police
- If the school is unsure how to proceed with any incidents of concern, then the incident may be escalated to the Area Children's Officer or the County e-Safety Officer.
- If an incident of concern needs to be passed beyond the school then the concern will be escalated to the e-Safety officer to communicate to other school in Kent.

How will e-Safety complaints be handled?

- Complaints about Internet misuse will be dealt with under the School's complaints procedure.
- Any complaint about staff misuse will be referred to the head teacher.
- All e-Safety complaints and incidents will be recorded by the school, including any actions taken.
- Pupils and parents will be informed of the complaints procedure.
- Parents and pupils will need to work in partnership with the school to resolve issues.
- All members of the school community will need to be aware of the importance of confidentiality and the need to follow the official school procedures for reporting concerns.
- Discussions will be held with the local Police Safer Schools Partnership Coordinators and/or Children's Safeguard Team to establish procedures for handling potentially illegal issues.
- Any issues (including sanctions) will be dealt with according to the school's disciplinary, behaviour and child protection procedures.
- All members of the school community will be reminded about safe and appropriate behaviour online and the importance of not posting any content, comments, images or videos online which cause harm, distress or offence to any other members of the school community.

How is the Internet used across the community?

- The school will be sensitive to Internet-related issues experienced by pupils out of school, e.g. social networking sites, and offer appropriate advice.
- The school will provide appropriate levels of supervision for students who use the internet and technology whilst on the school site.

How will Cyberbullying be managed?

- Cyberbullying (along with all other forms of bullying) of any member of the school community will not be tolerated. Full details are set out in the school's policy on anti-bullying and behaviour.
- There are clear procedures in place to support anyone in the school community affected by cyberbullying.
- All incidents of cyberbullying reported to the school will be recorded.
- There will be clear procedures in place to investigate incidents or allegations of Cyberbullying.
- Pupils, staff and parents/carers will be advised to keep a record of the bullying as evidence.
- The school will take steps to identify the bully, where possible and appropriate. This may include examining school system logs, identifying and interviewing possible witnesses, and contacting the service provider and the police, if necessary.
- Pupils, staff and parents/carers will be required to work with the school to support the approach to cyberbullying and the school's e-Safety ethos.
- Sanctions for those involved in cyberbullying may include:
 - The bully will be asked to remove any material deemed to be inappropriate or a service provider may be contacted to remove content if the bully refuses or is unable to delete content.
 - Internet access may be suspended at school for the user for a period of time. Other sanctions for pupils and staff may also be used in accordance to the schools anti-bullying, behaviour policy or Acceptable Use Policy.

- Parent/carers of pupils will be informed.
- The Police will be contacted if a criminal offence is suspected.

How will the VLE (Virtual Learning Environment) be managed?

- SLT and staff will regularly monitor the usage of the LP by pupils and staff in all areas, in particular message and communication tools and publishing facilities.
- Pupils/staff will be advised about acceptable conduct and use when using the LP.
- Only members of the current pupil, parent/carers and staff community will have access to the LP.
- All users will be mindful of copyright issues and will only upload appropriate content onto the LP.
- When staff, pupils etc leave the school their account or rights to specific school areas will be disabled or transferred to their new establishment.
- Any concerns about content on the LP may be recorded and dealt with in the following ways:
 - a) The user will be asked to remove any material deemed to be inappropriate or offensive.
 - b) The material will be removed by the site administrator if the user does not comply.
 - c) Access to the LP for the user may be suspended.
 - d) The user will need to discuss the issues with a member of SLT before reinstatement.
 - e) A pupil's parent/carer may be informed.
- A visitor may be invited onto the LP by a member of the SLT. In this instance there may be an agreed focus or a limited time slot.
- Pupils may require editorial approval from a member of staff. This may be given to the pupil to fulfil a specific aim and may have a limited time frame.

How will mobile phones and personal devices be managed?

Please refer to the 'Mobile Phone Policy'

Communication of Policy

How will the policy be introduced to pupils?

- All users will be informed that network and Internet use will be monitored.
- An e-Safety training programme will be established across the school to raise the awareness and importance of safe and responsible internet use amongst pupils.
- Pupil instruction regarding responsible and safe use will precede Internet access.
- An e-Safety module will be included in the PSHE, Citizenship and/or ICT programmes covering both safe school and home use.
- e-Safety rules or copies of the student Acceptable Use Policy will be posted in all rooms with Internet access.
- Safe and responsible use of the Internet and technology will be reinforced across the curriculum and subject areas.
- Particular attention to e-Safety education will be given where pupils are considered to be vulnerable.

How will the policy be discussed with staff?

- The e-Safety Policy will be formally provided to and discussed with all members of staff.
- To protect all staff and pupils, the school will implement Acceptable Use Policies.
- Staff will be made aware that Internet traffic can be monitored and traced to the individual user. Discretion and professional conduct is essential.
- Up-to-date and appropriate staff training in safe and responsible Internet use, both professionally and personally, will be provided for all members of staff.
- Staff who manage filtering systems or monitor ICT use will be supervised by the Senior Leadership Team and have clear procedures for reporting issues.
- The School will highlight useful online tools which staff should use with children in the classroom. These tools will vary according to the age and ability of the pupils.
- All members of staff will be made aware that their online conduct out of school could have an impact on their role and reputation within school. Civil, legal or disciplinary action could be taken if they are found to bring the profession or institution into disrepute, or if something is felt to have undermined confidence in their professional abilities.

How will parents' support be enlisted?

- Parents' attention will be drawn to the school e-Safety Policy in newsletters, and on the school website.
- A partnership approach to e-Safety at home and at school with parents will be encouraged. This may include offering parent evenings with demonstrations and suggestions for safe home Internet use, or highlighting e-Safety at other attended events e.g. parent evenings and sports days.
- Parents will be requested to sign an e-Safety/Internet agreement as part of the Pupil Data Sheet.
- Parents will be encouraged to read the school Acceptable Use Policy for pupils and discuss it's implications with their children. (See Appendix)
- Information and guidance for parents on e-Safety will be made available to parents in a variety of formats.
- Advice on useful resources and websites, filtering systems and educational and leisure activities which include responsible use of the Internet will be made available to parents.
- Interested parents will be referred to organisations listed in the "e-Safety Contacts and References section".

Appendix 1: e-Safety Contacts and References

Childline: www.childline.org.uk

Childnet: www.childnet.com

LSCB <http://www.northlincspsc.co.uk/>

Click Clever Click Safe Campaign: <http://clickcleverclicksafe.direct.gov.uk>

Cybermentors: www.cybermentors.org.uk

Digizen: www.digizen.org.uk

Internet Watch Foundation (IWF): www.iwf.org.uk

Kidsmart: www.kidsmart.org.uk

Teach Today: <http://en.teachtoday.eu>

Think U Know website: www.thinkuknow.co.uk

Virtual Global Taskforce — Report Abuse: www.virtualglobaltaskforce.com