



TIDWORTH TOWN COUNCIL EMAIL & SOCIAL MEDIA POLICY

1. Purpose:

The objective of this Policy is to direct all users of Council email facilities by:

- Providing guidance on expected working practice.
- Highlighting issues affecting the use of email.
- Informing users about the acceptable use of ICT facilities in relation to emails.
- Describing the standards that users must maintain.
- Stating the actions that may be taken to monitor the effectiveness of this policy.
- Warning users about the consequences of inappropriate use of the email service.

The Policy establishes a framework within which users of Council email facilities can be clear about what is expected of them and their use of email as a communication and recording tool.

This policy is intended for all Tidworth Town Council (TTC) Members and Employees of the Council.

All emails prepared and sent from TTC email addresses or mailboxes, and any non-work email sent using TTC ICT facilities are subject to this policy.

2. Aims:

This policy aims to mitigate the following risks:

- Viruses, malware etc.
- Increased risk of data loss and corresponding fines.

3. Application:

3.1 Upon joining TTC Members will be given an email account with an address in the following format:

name.name@tidworthtowncouncil.gov.uk

3.2 To avoid confusion and unnecessary cost there will be no additional 'status' emails except for the role of

Mayor and Town Clerk, which will be in addition to their named account. The Town Clerk and Members of Staff will also have emails relevant to the role. The Mayor account should be accessible by the Town Clerk.

3.3 All emails that are used to conduct or support official TTC business must be sent using a "@tidworthtowncouncil.gov.uk" address. TTC email accounts must not be used to conduct or support non-official TTC business.

3.4 All emails that represent aspects of Council business or Council administrative arrangements are the property of the Council and not of any individual.



3.5 Emails held on Council equipment are considered to be part of the corporate record.

3.6 In order to ensure that TTC is protected adequately from misuse of email, the following controls will be exercised and all official external e-mails must carry the following disclaimer.

“This email originates from Tidworth Town Council and any files transmitted with it may contain confidential information and may be subject to Copyright or Intellectual Property Rights. It is intended solely for the use of the individual or entity to whom it is addressed. If you have received this email in error please notify the sender and delete the email from your inbox. Any disclosure, reproduction, dissemination, modification and distribution of the contents of the email is strictly prohibited. Email content may be monitored by Tidworth Town Council to ensure compliance with its policies and procedures. No contract is intended by this email, and any personal opinions expressed in this message are those of the sender and should not be taken as representing views of Tidworth Town Council. Please note Tidworth Town Council utilises anti-virus scanning software but does not warrant that any email or attachments are free from viruses or other defects and accepts no liability for any losses resulting from infected e-mail transmissions. Receipt of this e-mail does not imply consent to use or provide this email address to any third party for any purpose. Tidworth Town Council will not request the disclosure of personal financial information by means of email. Any such request received should be confirmed in writing by contacting Tidworth Town Council.”

4. Standards:

4.1 Emails must not be considered to be any less formal than memo's or letters that are sent out from the organisation.

4.2 When sending external emails, care should be taken that they do not contain any material which would reflect poorly on the Council's reputation or its relationship with external parties.

4.3 Under no circumstances should users communicate material (either internally or externally), which is, for example, defamatory, obscene, or does not comply with the Council's Equal Opportunities Policy, or which could reasonably be anticipated to be considered inappropriate.

4.4 IT facilities provided by the Council for email should not be used:

- For the transmission of unsolicited commercial or advertising material, chain letters, or other junk-mail of any kind, to other organisations.



- For the unauthorised transmission to a third party of PROTECTED or RESTRICTED material concerning the activities of the Council.
- For the transmission of material such that this infringes the copyright of another person, including intellectual property rights.
- For activities that unreasonably waste staff effort or use networked resources, or activities that unreasonably serve to deny the service to other users.
- For activities that corrupt or destroy other users' data.
- For activities that disrupt the work of other users.
- For the creation or transmission of any offensive, obscene or indecent images, data, or other material, or any data capable of being resolved into obscene or indecent images or material.
- For the creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety.
- For the creation or transmission of material that is abusive or threatening to others, or serves to harass or bully others.
- For the creation or transmission of material that either discriminates or encourages discrimination on racial or ethnic grounds, or on grounds of gender, sexual orientation, marital status, disability, political or religious beliefs.
- For the creation or transmission of defamatory material.
- For the creation or transmission of material that includes false claims of a deceptive nature.
- For activities that violate the privacy of other users.
- For unfairly criticising individuals, including copy distribution to other individuals.
- For publishing to others the text of messages written on a one-to-one basis, without the prior express consent of the author.
- For the creation or transmission of anonymous messages - i.e. without clear identification of the sender.
- For the creation or transmission of material which brings the Council into disrepute.

5. Junk Mail:

5.1 There may be instances where a user will receive unsolicited mass junk email or spam. Users are advised to delete such messages without reading them. Do not reply to the email. Even to attempt to remove the email address from the distribution list can confirm the existence of an address following a speculative email.

6. Confidentiality:

6.1 All users are under a general requirement to maintain the confidentiality of information. There are also particular responsibilities under Data Protection legislation to maintain the confidentiality of personal data. If any Member is unsure of whether they should pass on information, they should consult the Town Clerk.

7. Access to Email Account and Monitoring of Content



7.1 At times there may be a need to access an individual's email account. Reasons for this may be:

- The person has left the organisation.
- It is believed that the individual has breached the Council's policy or an allegation of a breach of the Code of Conduct has been made.
- Long term absence.

7.2 Monitoring of emails and their content will only be undertaken by the Town Clerk and an appropriate Member* as nominated by the Leadership Committee. These arrangements will be applied to all users and only carried out if deemed necessary for the purposes listed below:

- Establishing the existence of facts relevant to the business, client, supplier and related matters.
- Ascertaining or demonstrating standards set out in the Code of Conduct which ought to be achieved by those using the facilities.
- Preventing or detecting crime.
- Investigating or detecting unauthorised use of email facilities.
- Ensuring effective operation of email facilities.
- Determining if communications are relevant to TTC.

7.3 If a Councillor or Member of Staff suspects that the email facilities are being abused by a user, they should inform the Town Clerk or the Chair of the Council so that investigations can take place.

7.4 If a Member leaves the Council, IT Support will be contacted as soon as possible, and their account will be suspended.

7.5 Access to the account will be given to the Town Clerk and the appropriate Member for a period of 3 months to enable them time to forward/divulge/action any information to the appropriate persons/organisations. The account will then be deleted unless more time is required to complete all necessary investigations/actions. All extensions must be sanctioned by the Leadership Committee. Once the extension period(s) have expired, the account will be deleted.

*the appropriate Member will be selected depending on the circumstances leading to the requirement to access the account. Arrangements will be made for the Town Clerk and the Member to look at the emails jointly.

Signed: _____

Date: _____

6 Aug 2024



(Print Name) CAROLE R WCB Chair, Tidworth Town Council