

CLAPHAM PARISH COUNCIL
EMAIL AND INTERNET USAGE POLICY

The council recognises that email and internet are important information and communication systems which are used during the course of council business. This policy provides guidelines and procedures to protect users and the council.

1. This policy applies to all staff members who have access to the internet and email facilities via council computers.

2. The policy applies to all councillors in connection with council business.

2. Internet usage

- 2.1. Staff members are encouraged to use the internet responsibly as part of their official and professional activities.

- 2.2. Information obtained via the internet and published in the name of the council must be relevant and professional. A disclaimer must be stated where personal views are expressed.

- 2.3. The use of the internet to access and/or distribute any kind of offensive material will not be tolerated and staff may be subject to disciplinary action.

- 2.4. The equipment, services and technology used to access the internet are the property of the council. The council reserves the right to monitor internet traffic and monitor and access data that is composed, sent or received through its online connections.

3. Unacceptable use of the internet

- 3.1. Unacceptable use of the internet by staff members includes, but is not limited to:
 - sending or posting discriminatory, harassing or threatening messages or images
 - using computers to perpetrate any form of fraud, and/or software, film or music piracy

- obtaining, using or disclosing another staff member's password without authorisation
- sharing confidential material or proprietary information outside of the council
- hacking into unauthorised websites
- sending or posting information that is defamatory to the council, its services, councillors and/or members of the public
- introducing malicious software onto council computers and/or jeopardising the security of the council's electronic communication systems
- sending or posting chain letters, solicitations or advertisements not related to council business or activities
- passing off personal views as those representing the council
- accessing inappropriate internet sites, web pages or chat rooms
- Nothing shall be downloaded without first scanning the download for virus, the downloader must be confident that the company that the article etc is being downloaded from has a secure site.
- No information shall be copied or moved from memory stick/ CD or other device or blue toothed from any "external" device without scanning first and obtaining the Clerk's approval.

3.2. If any person associated with the Council is unsure about what constitutes acceptable internet usage, then he/she should ask the Clerk for further guidance and clarification

4. Email

4.1. Use of email is encouraged as it provides an efficient system of communication.

4.2. Email should be regarded as written paper documents for the purposes of production, use, retention and disclosure and can be called upon as evidence. Personal information should be kept in accordance with the principles established in the General Data Protection Regulations.

4.3 All emails shall be through the Council's main email address and not through personal addresses. Councillors are to be issued with an email address. All emails are to be stored in the Council's cloud storage.

4.3. The council reserves the right to open any email file stored on the council's cloud storage.

4.4. The following guidelines for email use should be observed by all staff members and councillors:

- use appropriate language to avoid unintentional misunderstandings
- respect the confidentiality of information contained within emails, even if encountered inadvertently
- check with the sender if there is any doubt regarding the authenticity of a message
- do not open any attachment unless certain of the authenticity of the sender
- only copy / forward emails to others where appropriate and necessary.
- Do not 'reply to all' without checking if 'all' should receive your reply. Refer to data consent below.
- emails which create obligations or give instructions on behalf of the council must be sent by the Clerk not councillors
- emails must comply with common codes of courtesy, decency and privacy
- make sure you have the consent granted for your recorded and held email addresses.

5. Reporting and sanctions

5.1. If a councillor receives an email from a staff member which they believe is contrary to the guidance provided in this policy, it should be reported to the Clerk who will consider use of the council's formal disciplinary procedure, or refer the matter to the Council depending on the severity of the event.

5.2. If a staff member receives an email from another staff member which they believe is contrary to the guidance provided in this policy, it should be reported to the Clerk who will consider use of the council's formal disciplinary procedure, or refer the matter to the Council depending on the severity of the event.

5.3. If a staff member receives an email from a councillor which they believe is contrary to the guidance provided in this policy, the staff member is entitled to consider use

of the council's grievance policy and/or report the issue through the procedures outlined in the Member's Code of Conduct.

6. Security

6.1. Only software purchased by the council shall be installed on the council's computer system. Software licences shall be retained.

Dated September 2018