

# COLWICH PARISH COUNCIL



## PD013 ELECTRONIC COMMUNICATIONS POLICY

## **ELECTRONIC COMMUNICATIONS POLICY**

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## ELECTRONIC COMMUNICATIONS POLICY

# Electronic Communications – PD013

### Revision history

**This document was originally written by:**

| <b>Name</b>    | <b>Position</b> | <b>Date</b> |
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| Michael Lennon | Clerk           | April 2018  |

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# **ELECTRONIC COMMUNICATIONS POLICY**

## **1 BACKGROUND**

- 1.1** The spread of electronic communication and access to electronic sources of information via the World Wide Web is an established method of working. Whilst offering many advantages this method of working also has many disadvantages and risks.

## **2 E-MAIL / MS TEAMS**

- 2.1** The Council encourages the effective use of electronic communications and will, therefore, provide an email account, with a linked MS Teams, account for Officials and Councillors and expects these to be used for all official Council correspondence. The use of personal accounts for Council correspondence is not permitted. Internal correspondence within the Council, e.g., between Councillors and/or Councillors & Officials, should, where possible, be via the MS Teams system and not via e-mail.
- 2.2** The Council recognises that access to professional information and advice in support of the function of Officials is a necessary and important aspect of the work. Consequently, the Council permits and encourages officials to communicate with appropriate contacts via official e-mail accounts.
- 2.4** The Council expects all Officials and Councillors to use e-mail in a courteous, reasonable, responsible and respectful manner.
- 2.5** Unacceptable behaviours might include (not an exhaustive list):
- 2.5.1** Sending or displaying messages or images that are offensive or may be construed to be offensive in nature.
  - 2.5.2** Using obscene language.
  - 2.5.3** Using others' passwords and/or identities.
  - 2.5.4** Issuing of passwords to third parties.
  - 2.5.5** Trespassing in others' folders, works or files.
  - 2.5.6** Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
  - 2.5.7** Passing off personal views as representing those of the Council.
  - 2.5.8** Using official e-mails for commercial purposes.
  - 2.5.9** Using official e-mails for illegal activities.
- 2.6** E-mail users must be aware of the following:
- 2.6.1** Messages sent to groups of people must be relevant to all concerned.
  - 2.6.2** E-mails are not necessarily seen immediately. Urgent messages may need to be transmitted via a different method.
  - 2.6.3** The Council may, from time to time, choose to operate a filtering system to monitor offensive or inappropriate material and may quarantine any messages in that category.
- 2.7** Users are reminded that:

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- 2.7.1** E-mails have the same status in law as any other written correspondence and are subject to the same legal implications.
- 2.7.2** The same high standards applied to other written correspondence must be applied to e-mails.
- 2.7.3** Inboxes must be checked regularly.
- 2.7.4** Any suspicious e-mails must be reported to the Chief Officer immediately.
- 2.7.5** Licence terms and conditions must be adhered to when copying and/or downloading material.
- 2.7.6** There is no guarantee an e-mail has been delivered unless a delivery receipt is requested.
- 2.7.7** The Data Protection Act/General Data Protection Regulations and the Freedom of Information Act must be always complied with.

### **3 INTERNET**

- 3.1** Colwich Parish Council Officials and Councillors are expected to use the Internet responsibly and productively. Internet access is limited to parish-related activities only and personal use is not permitted.
- 3.2** Parish-related activities include research and educational tasks that may be found via the internet that would help in an Official or Councillor's role.
- 3.3** All internet data that is composed, transmitted and/or received by the Council's computer systems is considered to belong to the Council and is recognized as part of its official data. It is, therefore, subject to disclosure for legal reasons, e.g., Freedom of Information requests, or to other appropriate third parties.
- 3.4** The equipment, services and technology used to access the internet are the property of the Council and the Council reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections.
- 3.5** All sites and downloads may be monitored and/or blocked by the Council if they are deemed to be harmful and/or not productive to business.
- 3.6** Unacceptable use of the internet by Officials and Councillors includes, but is not limited to:
  - 3.6.1** Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via the Council's email service.
  - 3.6.2** Using computers to perpetrate any form of fraud, and/or software, film or music piracy.
  - 3.6.3** Downloading, copying or pirating software and electronic files that are copyrighted or without authorization.
  - 3.6.4** Sharing confidential material or proprietary information outside of the Council.
  - 3.6.5** Hacking into unauthorized websites.
  - 3.6.6** Sending or posting information that is defamatory to the Council; its services, colleagues; members and/or residents.
  - 3.6.7** Introducing malicious software and/or jeopardizing the security of the Council's electronic communications systems.

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**3.6.8** If an Official or a Councillor is unsure about what constitutes acceptable Internet usage, then he/she must ask the Chief Officer for further guidance and clarification.

**3.8** All terms and conditions as stated in this document are applicable to all users of Colwich Parish Council's Internet connection. All terms and conditions as stated in this document reflect an agreement of all parties and will be governed and interpreted in accordance with the policies and procedures mentioned above. Any user violating these policies is subject to disciplinary actions deemed appropriate by the Council.

### **4 SOCIAL MEDIA**

**4.1** The Council recognises and embraces the benefits and opportunities that social media can bring as a tool.

**4.2** For the purposes of this policy, social media is defined as a type of interactive online media or app that allows parties to communicate instantly with each other or to share data in a public forum. This includes online social forums, anonymous apps, blogs, video-and image-sharing apps and websites and similar facilities. It can be used to share news, information and successes, keep Officials, Councillors and residents up to date with important developments and promote healthy debate about controversial subjects.

**4.3** There is, however, an inherent risk involved in using social media, in that, it is an instantaneous and far-reaching form of communication and inappropriate use can impact upon Officials, Councillors and the reputation of the Council.

**4.4** The Council encourages Officials and Councillors to engage with social media. However, wherever and whenever they do this, they must be aware of the potential impact on both themselves and the Council.

**4.5** This policy is intended to minimise the risks of social media which can impact on the wellbeing of Officials, Councillors and the reputation of the Council, so that users can enjoy the benefits of social networking whilst understanding the standards of conduct expected by the Council.

**4.6** This policy relates to all Officials and Councillors who contribute to any kind of social media. It will be applied to all use and all forms of social media where there is potential impact on the Council, whether for parish-related or personal use, whether during working hours or otherwise, whether social media is accessed using the Council's IT facilities and equipment, or equipment belongs to Officials, Councillors or any other third party.

**4.7** The underlying principles governing the use of social media are:

**4.7.1** Officials and Councillors must never represent themselves or the Council in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated.

**4.7.2** Only the Chief Officer may comment via the official Council social media accounts.

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- 4.7.3** Councillors must make it very clear that any views are their own and not necessarily those of the Council.
  - 4.7.4** Use common sense and common courtesy.
  - 4.7.5** Where Officials or Councillors access social media for parish-related purposes or personal use using the Council's IT facilities and equipment, the Council's IT regulations will apply.
  - 4.7.6** Social media activity around sensitive topics must be referred to the Chief Officer in the first instance.
  - 4.7.7** If an Official's use of social media is considered to be derogatory, discriminatory, bullying, threatening, defamatory, offensive, intimidating, harassing, creating legal liability for the Council, bringing the Council into disrepute or breaching the Dignity and Respect policy or any other Council policy or procedure (this may include comments, videos, or photographs, which have been posted on social media sites about the Council, Councillors or work colleagues) then the Council may take action under its disciplinary procedure.
  - 4.7.8** If a Councillor's use of social media is considered to be derogatory, discriminatory, bullying, threatening, defamatory, offensive, intimidating, harassing, creating legal liability for the Council, bringing the Council into disrepute or breaching the Dignity and Respect policy or any other Council policy or procedure (this may include comments, videos, or photographs, which have been posted on social media sites about the Council, Councillors or work colleagues) then the Council may take action under the Code of Conduct.
  - 4.7.9** Officials and Councillors must not engage in illegal activity through social media or engage in any activity that promotes terrorism. The very fact of possessing or disseminating terrorist material may be sufficient to warrant an investigation by the police and the Official or Councillor would be put in the position of having to advance a credible defence.
  - 4.7.10** The Council's response to any misuse of social media in a personal capacity will be reasonable and proportionate to the perceived offence; the nature of the postings/comments made and the impact or potential impact on the Council.
  - 4.7.11** Social networking sites may be referred to when investigating possible misconduct/gross misconduct.
  - 4.7.12** The Council may require officials to remove social media postings which are deemed to constitute a breach of these standards and failure to comply with such a request may result in disciplinary action.
- 4.8** Officials and Councillors must be transparent and state that they work for/are members of the Council if they are posting about the Council. If they are writing about the Council they must use their real name, identify that they work for the Council, and be clear about their role. The Council discourages officials from posting online or via apps anonymously or using pseudonyms. Officials and Councillors must never impersonate another individual.
- 4.9** The Chief Officer is responsible for addressing any concerns and/or questions arising out of the use of social media.
- 4.10** Officials and Councillors are responsible for their words and actions in an online environment or via apps and are therefore advised to consider whether any



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comment, photograph or video they are about to post on a social networking site or app, is something that they would want officials, Councillors or people outside the Council to read.

### 5 COMPLIANCE

- 5.1 I understand and will abide by this Electronic Communications Policy. I further understand that should I commit any violation of this policy; my access privileges may be revoked, disciplinary action and/or appropriate legal action may be taken.

|   |  |
|---|--|
| <b>SIGNED</b>                                     |  |
| COUNCILLOR WENDY PLANT<br>PARISH COUNCIL CHAIRMAN |  |

## ELECTRONIC COMMUNICATIONS POLICY

|   |  |
|---|--|
| <i>I CONFIRM THAT I HAVE RECEIVED AND READ A COPY OF THE COUNCIL'S ELECTRONIC COMMUNICATIONS POLICY AND BY SIGNING THIS FORM ACCEPT THE TERMS THEREIN</i> |  |
| <b>COUNCILLORS:</b>   |  |
| Cllr Bloor  |  |
| Cllr Boyce  |  |
| Cllr Dunn   |  |
| Cllr B Forster  |  |
| Cllr M Forster  |  |
| Cllr Hall   |  |
| Cllr Hardwick   |  |
| Cllr Hill   |  |
| Cllr Martin   |  |
| Cllr Mosley   |  |
| Cllr Plant  |  |
| Cllr Upton-Loach  |  |
| Cllr Walters  |  |
|   |  |
| <b>OFFICIALS:</b>   |  |
| Revd Mr Michael Lennon (Chief Officer)  |  |
| Mr Anthony Egan (Deputy Chief Officer)  |  |
| Mr Philip Russell (Head Lengthsman)   |  |
| Mr Ian Deans  |  |
| Mr Danny Lowbridge  |  |
| Ms Francesca Alineri-Willis   |  |
| Ms Nicki Martin   |  |