



EMAIL COMMUNICATIONS POLICY

INTRODUCTION

1. The Council recognises that email communications is an important information and communication system which is used during the course of Council business. This policy provides guidelines and procedures to protect users and the Council.
2. This policy applies to all employees who have access to email facilities via the Council's laptop.
3. The email policy applies to all Councillors in their correspondence with employees and/or other Councillors.

EMAIL PROCEDURES

1. Use of email is encouraged as it provides an efficient system of communication.
2. The Council reserves the right to open any email file stored on the Council's computer system.
3. The following guidelines for email use should be observed by all employees and Councillors:
 - a) use appropriate language to avoid unintentional misunderstandings;
 - b) respect the confidentiality of information contained within emails, even if encountered inadvertently;
 - c) check with the sender if there is any doubt regarding the authenticity of a message
 - d) do not open any attachment unless certain of the authenticity of the sender;

- e) Keep the email message relevant and concise. Do not send unnecessary copies of the message or forward it on to others if not strictly necessary.
- f) emails which create obligations or give instructions on behalf of the Council must be sent by officers only, not Councillors;
- g) emails must comply with common codes of courtesy, decency and privacy.
- h) Before sending an email, think about its purpose and consider if it is the best form of communication method to use. For example, a telephone call or a face-to-face discussion might be more effective.
- i) Always write emails as if they are permanent, because even when they have been deleted they can often still be retrieved and may be disclosable to a court or the Information Commissioner.

APPROVED:
REVIEW DUE: