

UPTON & NORTH ELMSALL PARISH COUNCIL

COUNCILLOR EMAIL & COMMUNICATIONS POLICY

1. Purpose

This policy sets out the expectations for the use of email and electronic communications by Councillors to ensure that all Council business is conducted in a professional, secure, and transparent manner.

It supports the Council's obligations under data protection legislation, transparency requirements, and the Members' Code of Conduct.

2. Use of Council Email Accounts

Councillors must use their official Council-issued email address for all Council-related correspondence.

Personal email accounts must not be used for conducting Council business.

Where Councillors access email via personal devices, they must ensure that all communications are sent from their Council email account and that appropriate security measures are in place.

3. Professional Standards

All email communication must be:

- Courteous, respectful, and professional
- Clear and appropriate for a public body
- In accordance with the Nolan Principles of Public Life
- Consistent with the Council's Code of Conduct

Councillors should be mindful that emails may be shared publicly or disclosed as part of legal or statutory processes.

4. Response Expectations

Councillors are expected to:

- Respond to Council-related emails within a reasonable timeframe, normally within 2–3 working days
- Acknowledge receipt of important or time-sensitive communications
- Use out-of-office notifications where appropriate

5. Data Protection and Confidentiality

Councillors must:

- Take care when handling personal or sensitive information
- Not forward confidential information outside the Council without proper authority
- Ensure that email recipients are appropriate before sending
- Comply with the UK GDPR and Data Protection Act 2018

6. Record Keeping and Transparency

Emails relating to Council business form part of the Council's official records and may be subject to:

- Freedom of Information requests
- Subject Access Requests
- Internal or external audit

Adopted on: 21st April 2026

Council business should not be conducted through private communication channels where records cannot be retained.

7. Breaches of this Policy

Failure to comply with this policy may result in action under:

- The Members' Code of Conduct
- The Council's IT and Data Protection Policies

8. Review

This policy will be reviewed periodically to ensure it remains effective and compliant with current legislation and best practice.