



Cyngor Dinas Llanellwy St Asaph City Council

Email Policy

1. Introduction

- 1.1 This Council has agreed that all councillors, employees and any other person who is directly connected with the council will use the adopted official email addresses for all City Council email communications.
- 1.2 No councillors, employees, or any other person who is directly connected with the council will use any other email address (including any personal email address) for any City Council email communications.
- 1.3 Councillors will use a non-Council e-mail address for their contact details on noticeboards and the website. This ensures that non-council communications are not included in Council records.
- 1.4 Any e-mails about Council business are to be forwarded to the council e-mail address. These records should be available to the public, should Freedom of Information requests or Subject Access Requests be made.
- 1.5 This does not include a Councillor's communications with residents, which are the Councillor's personal responsibility.
- 1.6 This Council acknowledges the Information Commissioners Office Guidance on use of emails and personal emails in "Bring Your Own Devices" and has opted to exceed the standards suggest by adopting a unified email address system.
- 1.7 This has been agreed as to comply with the Freedom of Information Act, the Data Protection Acts and the General Data Protection Regulations. Legislation specifies that **ALL** email accounts that contain council emails may be inspected by a competent authority. This will ensure full compliance with the need to compromise personal information.

2. City Council e-mail addresses

- 2.1 The council has determined this is the most efficient and effective way of working together and keeping in touch with the community but before you can make use of this facility, please read this policy.
- 2.2 You have been provided with an email account in the form of @stasaphcitycouncil.gov.uk specifically for your work with the City Council.
- 2.3 Councillors must set up their e-mail address within six weeks of being notified of the e-mail address and password by the Clerk.

2.4 The password for the account must be changed from the initial password, notified by the Clerk, as soon as possible.

2.5 IT support is available, at the Council's expense, for setting up the e-mail account, from the Council's e-mail provider.

3. Protocol

3.1 The law does not allow councillors to act independently and you should make sure that you do not imply that the content of your email represents the opinion or policy of the council as a whole. As an individual, you can think, say and write what you like, but as a councillor, your view can only be the view of the whole council.

3.2 When you use the council account to send an email, the recipient can be excused for thinking it is an 'official' communication sent on behalf of the council. You should be particularly careful if you are agreeing to do something as it may be seen as a commitment by the City Council.

3.3 Your City Council emails are not confidential. Every email is stored in the archive and is available to the public through a freedom of information request. Although the emails will be cleared of any personal data before they are released, it is better to avoid disclosing anything personal or confidential in the first place; email is not a secure medium.

3.4 No disclaimer will help if you send an email that contains illegal, offensive, obscene, racist, abusive material or libellous, defamatory, or discriminative material which may bring the council into disrepute.

3.5 The only person who can send an official email from the Council is the Clerk who writes on your behalf to give the Council's views. Sometimes there will be good practical reasons why these official emails should be sent or forwarded from a Councillor's account. Normally it will be because you have been asked to do so, but if there is any doubt about your authority to write or send such an email, please check with the Clerk first.

3.6 Please refer to page two of this policy are the terms and conditions for the stasaphcitycouncil.gov domain. By using the City Council's email address, you are agreeing to abide by them so please make sure you understand the rules.

4. Terms and conditions of use

4.1 Whereas St Asaph City Council (the Council) is the licensee of the domain stasaphcitycouncil.gov (the Domain) it authorises its members, officers and employees to hold and use email accounts within the Domain.

4.2 The account holders agree that the Council is a legal entity in its own right and separate from any of its members.

4.3 Account holders within the Domain consent to receive Summons and Notices of Meetings by electronic means if previously agreed with the clerk.

4.4 The number of email accounts may be amended from time to time as the Council sees fit.

- 4.5 The names of any email accounts including any aliases shall have no meaning or context beyond that of being a device to identify and differentiate the account holders within the Council's Domain.
- 4.6 The council shall be held harmless from any claims made or views expressed or any other content within an email distributed from the domain by its members through the inclusion of a footnote Disclaimer, the wording of which shall be determined by the Clerk and included here. The Disclaimer should be appended to all outgoing emails (if email clients allow).
- 4.7 Any email from the Council must be sent from the Clerk's account `clerk@stasaphcitycouncil.gov.uk` and authored by the Clerk or by a member acting under the Clerk's instruction.
- 4.8 An email may be signed by the Clerk by using his/her name, title and the words "St Asaph City Council". An email authored by the Clerk shall be the same as if it had been authored by the Council itself.
- 4.9 All outgoing emails from the domain regardless of the author shall observe relevant data protection legislation and, where there are multiple private addressees who have no association, such emails shall be distributed by blind copy only.
- 4.10 Members may use the Council's email accounts for council business only.
- 4.11 Members will review their e-mails and delete any e-mails which are no longer required.
- 4.12 Should the Clerk receive any requests from the following list, she will notify all Councillors immediately:
- Freedom of Information Requests
 - Subject Access Requests
 - The Council's Internal or External Auditor
 - The Monitoring Officer
 - The Public Services Ombudsman
 - The Police
 - The Council's Insurers or Legal Advisers
 - HM Revenue & Customs
 - Any other legal enforcement body
- 4.13 On receipt of such a notification, a Councillor should not deliberately delete emails that refer to council business. Members may, however, delete emails that do not refer to council business such as unintended SPAM email or marketing emails.
- 4.14 Once the request has been complied with, the Clerk shall notify all Councillors. Councillors can then resume their routine operation of their e-mail account.
- 4.15 Members should be aware that any or email emails received or sent may be retained in an overall system archive, even if they have been deleted from your own email account. This is to ensure that we comply with Data Protection laws and in accordance with the St Asaph City Council's Document Retention Policy.

5. Good practices

- 5.1 Before sending an email message, consider if it may be more effective to communicate face to face or by telephone.
- 5.2 Users should not send or forward any chain emails (e.g. jokes and virus warnings) from their Council email account as both of these can contain malware. In addition, almost all virus warnings and police warnings circulating via email are actually hoaxes designed to clog up email systems by scaring people into forwarding them across the internet.
- 5.3 Remember that the authenticity of any email received cannot be guaranteed, especially with the prevalence of email “spoofing” (emails pretending to come from a source gathered through dubious means). In particular, users should always avoid opening any attachments to emails that are unexpected.
- 5.4 When sending an email, users should only “cc” and “bcc” people who really need to be informed.
- 5.5 Users should take care when using the “Reply to All” function as this may be inappropriate, especially when you have been the blind recipient.
- 5.6 Email etiquette construes capitalisation as SHOUTING, so it’s best to avoid inappropriate use of upper case in messages.

6. Setting up and Closing an Email Account

- 6.1 The Clerk (or other designated person) will set up a new email account as required.
- 6.2 For new councillors, this will normally be within 48 hours of becoming a councillor for any other position it will normally be within 7 days.
- 6.3 When councillors, employees, and any other person who is directly connected with the council ceases to be part of the City Council, their email account will be closed down and all emails (sent or received) will be archived in accordance with the law

7. Restriction of Email Service

- 7.1 If it becomes clear that any councillor, employee, volunteer or any other person who is directly connected with the council is misusing the email system, and using it in a way that a competent person would deem as being inappropriate, then the Clerk (after consultation with the Mayor of the Council or in their absence the Deputy Mayor) may restrict or suspend the account.
- 7.2 This will only normally occur if:
 - I. A person is sending inappropriate emails.
 - II. A person is sending emails that are deemed to be harassing.
 - III. A person is sending emails that are in breach of equality law.
 - IV. A person is sending political emails.
 - V. A person is sending deliberately damaging emails.
 - VI. A Person is sending emails that do not represent Council policy.

- VII. A person is sending emails containing confidential information to third parties, without express permission.
- VIII. A person is sending emails that deliberately breach Data Protection Laws or General Data Protect Regulations.
- IX. A person is found to be forwarding council business via personal emails that have been sent to them via the council email system

8. Disclaimer wording

8.1 For and on behalf of St Asaph City Council

The content of this email is confidential and intended for the recipient(s) specified in message only. It is strictly forbidden to share any part of this message with any third party, without the written consent of the sender. If you received this message by mistake, please reply to this message and follow with its deletion, so that we can ensure such a mistake does not occur in the future.

9. Legal References

- The Data Protection Act 2018,
- The General Data Protection Regulations 2016, The Public Sector Bodies (Websites and Mobile Applications) (No. 2)
- Accessibility Regulations 2018,
- Freedom of Information Act 2000, and
- Cabinet Office Guidance (2010 – 2020).

Policy Adopted : June 2022

Last Review: May 2026

Next Review: May 2031