

# MAESTEG TOWN COUNCIL

## Email protocol

1. E-mail is a means for all councillors to be kept informed and up to date on council business and must be used in accordance with the Town Council's Code of Conduct.
2. The style and content of email messages must be consistent with the standards that the Town Council expects from written communications.
3. Although email encourages rapid communication, the contents of email messages should be written with care as messages sent without proper consideration can cause unnecessary misunderstandings.
4. E-mails must be used solely for the exchange of council, business-related information, circulated between councillors.
5. All recipients shall be clearly identified: **the Blind copy (BCC) facility shall not be used.**
6. The email address used by Councillors for Council business shall be unique, for the sole use of the Councillor and different from any other email address used for personal and/or family communications.
7. Lead Councillors, who are engaged in sharing information with fellow support councillors in their particular subject area, and which is part of their discussions in developing recommendations to make to full council, may only circulate to their support group colleagues and the Clerk.
8. Emails must not be used to challenge or criticise any fellow councillors or any council decisions, or to promote individual councillors' personal views or opinions on council related business.
9. Individual councillors' queries on council related business must be circulated to all councillors and any fact giving responses must be copied for all councillors to read.
10. Any intimidating E-mails sent to councillors by anyone must be reported to the Clerk for consideration to follow up action to be taken by the council.
11. All emails are in the public domain. The Clerk is responsible for retaining copies of all emails concerning Council business.
12. Email users must take all necessary precautions against the introduction of viruses into the system and be responsible for their own email security.
13. An auto response is to be implemented onto the Clerk's email address to advise:

*Thank you for contacting Maesteg Town Council. By emailing and asking for help/advice we assume consent to forward the information to relevant organisations on your behalf. If this is not the case you must let us know – you can withdraw your consent at any time. We aim to respond to you within 10 working days.*

This policy was reviewed by the Policy committee on 28/02/2023

**Policy Accepted and adopted by a Hybrid meeting of the Council held on 07/03/2023**

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**Mayor**

Review Date: To be reviewed during the year following an election unless any issues arise.