

Appleby-in-Westmorland Town Council



Electronic Communications Policy

Appleby Town Council values the use of electronic communication to enable the Council and councillors to interact internally, and with local residents and businesses. This policy helps to ensure that all electronic discussions are productive and in line with Appleby Town Council's Code of Conduct, and the GDPR policies (Data Protection Policy, Document Retention Policy and Privacy Policy).

Email Communications

The Council email accounts (clerk@applebytown.org.uk and admin@applebytown.org.uk) are monitored during office hours. The Council aims to reply to all enquiries as soon as possible, and within five working days. During periods of annual leave, an 'out of office' message is used, with appropriate alternative contact details in case of an urgent enquiry.

All external communications on behalf of Appleby Town Council will be sent directly from the Town Clerk or the Chair of the Council.

All individual Councillors have a Town Council email, [cllr\[NAME\]@applebytown.org.uk](mailto:cllr[NAME]@applebytown.org.uk), which is monitored by them personally when they are available. Councillors can communicate with residents regarding concerns on local matters, ensuring all viewpoints given are that of an individual Councillor, and not Appleby Town Council as a whole. The Clerk should be copied into all correspondence where actions have been taken by a Councillor.

Councillors should at all times abide by the Code of Conduct. Confidentiality of all residents should be maintained in line with Appleby Town Council's GDPR Policies, as listed above. Councillors should be aware that any emails from their official Town Council email, or from a personal email relating to any form of council business, will be subject to The Freedom of Information Act.

Mobile Phone communications

Appleby Town Council's GDPR policies are applicable to all other forms of communication, such as telephone calls, SMS messaging, Facebook Messenger and WhatsApp.

Town Council Website

For online information from Appleby Town Council and its Tourist Information Centre the websites are: www.applebytown.org and www.visitappleby.com.

Appleby Town Council uploads media to its website (www.applebytown.org) in line with the Model Publication scheme. All information is correct at the time of publishing, and the website is updated as frequently as possible.

The Town Council also manages two Facebook pages, [Appleby Town Council](#) and [Appleby Tourist Information Centre](#). These pages are updated regularly with the most up to date information. When any details change, we endeavour to alter posts as quickly as possible.

Other authorities contact details are held on Appleby Town Council's website and these are updated when required. Contact details for local groups are updated when new information is provided, however this is the responsibility of the local group, and not the Council.

Review

This policy will be reviewed annually by Appleby-in-Westmorland Town Council at the Council meeting in September.

This policy has been agreed and approved by Appleby-in-Westmorland Town Council.

Signed:

Cllr Davidson

Cllr Pamela Davidson

Chair (Appleby-in-Westmorland Town Council)

*Adopted by Appleby-in Westmorland Council on **Wednesday 20th September 2023***

Review Date: September 2024