CYNGOR TREF
LLANFYLLIN
TOWN COUNCIL

EMAIL GOVERNANCE POLICY

DOCUMENT REFERENCE: LTC-19B

ADOPTED DATE: 24-MAR-2026

REVIEW DATE: MAR-27

1 Introduction

Llanfyllin Town Council conducts a significant proportion of its business through electronic communications.

This policy establishes clear rules governing the use of Council email accounts and other digital communication systems.

It ensures communications remain secure, transparent and compliant with legislation including the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and UK GDPR.

2 Scope

This policy applies to councillors, employees, contractors and authorised users who communicate on behalf of the Council.

- Council email accounts
- messaging platforms used for Council business
- electronic correspondence and attachments
- online communication channels used for Council duties

3 Use of Council Email Accounts

All councillors and staff must use a designated Llanfyllin-tc.gov.wales email account for Council business.

Personal email accounts must not be used for Council business except where unavoidable and where the communication is transferred to Council systems.

4 Status of Council Emails

Emails relating to Council business are official Council records.

Such records may be subject to legal disclosure or public access legislation.

- Freedom of Information Act requests
- Environmental Information Regulations requests
- audit or governance review

5 Forwarding and Disclosure

Council emails and attachments must not be forwarded to personal email accounts except where authorised. Users must ensure that recipients are authorised and that personal or confidential information is protected.

6 Personal Communication Channels

Council business should not normally be conducted through private messaging platforms or personal communication channels. When such communication occurs the information must be transferred to Council systems.

7 Email Decision Making

Email must not be used to make decisions that are required to be taken at properly convened meetings.

- circulation of information
- administrative coordination
- urgent operational matters

8 Custody of Council Records

No councillor or officer should be the sole custodian of Council correspondence. Council information must remain within Council systems to ensure transparency and continuity.

9 Monitoring and Access

Council email accounts remain the property of Llanfyllin Town Council. The Council may access Council systems where necessary to investigate misuse or respond to legal requests.

10 Policy Acknowledgement

All users must confirm that they have read and understood this policy and agree to comply.

11 Policy Review

This policy will be reviewed annually.