

Nacton Parish Council

Information Technology, Social Media and Communication Policy

Originally adopted at AGM on 27th May 2026

Introduction

Nacton Parish Council recognises the importance of effective and secure information technology (IT) usage in supporting its business, operations and communications.

This policy outlines the guidelines for the appropriate use of IT resources by councillors, employees, volunteers and contractors.

Scope

This policy applies to all individuals who use Nacton Parish Council's IT resources software, email, devices, data and social media accounts. Resources also include, for the Clerk, a .gov.uk email account and any associated digital storage.

Acceptable Use of IT Resources

Nacton Parish Council IT resources, where provided, are to be used for official council-related activities and tasks. Personal use should be limited and should not interfere with Nacton parish council work responsibilities. All users must adhere to ethical standards, respect copyright and intellectual property rights, and avoid accessing inappropriate or abusive content.

Device and software usage

Where possible, authorised devices, software, and applications will be provided by the Parish Council for work-related tasks. Unauthorised installation of software on authorised devices, including personal software, is strictly prohibited due to security concerns.

If using personal equipment for Parish Council business employees and councillors must ensure that their equipment is kept up to date with anti-virus and software updates. Email accounts relating to the Parish Council must be used only for Parish Council business. Any documents relating to the Parish Council should be kept on One Drive (legacy files also held in Google Drive) using the email account given to the employee or councillor.

Data Management and Security

All sensitive and confidential Nacton Parish Council data should be stored and transmitted securely using approved methods. Regular backups should be performed to prevent data loss, and secure data destruction methods should be used when necessary. The recommended storage area is One Drive (legacy files also in Google Drive) using the email account given by the Parish Council.

Network and Internet usage

Downloading and sharing copyrighted material without proper authorization is prohibited.

Communications

Email accounts provided by Nacton Parish Council are for official communication only, emails should be professional and respectful in tone.

Be cautious with attachments and links to avoid phishing and malware. Verify the source before opening any attachments or clicking on links.

All communications should use Nacton Parish Council email accounts rather than text, sms, Whatsapp or similar. If a GDPR request was made, then personal devices would need to be investigated if non Nacton Parish Council communication methods are used.

Password and Account security

Nacton Parish Council users are responsible for maintaining the security of their accounts and passwords. Passwords should be strong and not shared with others. Regular changing of passwords will enhance security.

Reporting Security Breaches

All suspected security breaches or incidents should be reported immediately to the designated IT point of contact for investigation and resolution.

Social Media

Social media accounts held by the Parish Council should only be updated by the designated people. All posts should be relevant, and respectful. Any photographs uploaded and shared must comply with GDPR, all permissions received in writing before using etc.

Employees and councillors should be made aware that entries entered on social media which have a detrimental impact on the Council or colleagues may lead to formal disciplinary action. They should also be prohibited from naming the Council they are employed by or volunteer for on such sites or discussing internal council matters on such sites.

Policy Review

This policy will reviewed annually.

All staff and councillors are responsible for the safety and security Nacton Parish Council's IT resources. By adhering to this IT policy, Nacton Parish Council aims to create a secure and efficient IT environment that supports its functions.