

Information Technology Policy

February 2026

1. Background

This parish council policy contains the council's policies for all the topics listed below and reflects current best practice for:

- IT equipment (computer, mobile phone, etc)
- Passwords
- Email
- Website
- Social Media
- Data Protection

The simplicity of this policy reflects the relatively small size of Luxulyan parish and its parish council with only one employee.

1.1 In all electronic communication, the clerk and councillors will adhere to the council's *Code of Conduct* when representing Luxulyan Parish Council.

2. IT equipment

2.1 The council will provide a laptop computer to the clerk with the necessary hardware and software for council use (for example, Microsoft Office and a webcam). The council computer and IT equipment is provided for council purposes only.

2.2 The council will provide the clerk with a mobile phone and number (**07543 427141**) for council use.

2.3 The council will provide a recording device for recording the meetings for the purpose of accurate minutes. Recordings will be stored in accordance with Standing Orders.

2.4 Other equipment, such as a webcam, projector or screen, will be provided as needed exclusively for council business.

- 2.5 Councillors or the clerk may not purchase any computer or mobile equipment (including software) for council business unless authorised in accordance with the council's *Financial Regulations*.
- 2.6 Any loss, faults or necessary repairs to the equipment must be reported to the council.
- 2.7 Councillors or staff using their personal computer, phone or other IT equipment for council use must use strong password protection for that device.
- 2.8 Prior to the disposal of any device that has work data stored on it, and in the event of a user leaving the council, councillors, staff, and other authorised users are required to allow a professional IT contractor access to the device to ensure that all passwords and any identifiable data are removed from the device.
- 2.9 Councillors, staff, and other authorised users must take responsibility for understanding how their device(s) work in respect to the above rules if they are using their own IT equipment.

3. Passwords

- 3.1 All council accounts must be protected by strong, secure passwords. Councillors and the clerk are responsible for creating and maintaining secure passwords for their accounts. (For example, passwords using three random words; e.g., PurpleCandleRiver. This method helps create passwords that are both strong and easy to remember.)
- 3.2 Default passwords provided by vendors or the IT provider must be changed immediately upon installation or setup.
- 3.3 Passwords for the council's IT equipment and accounts must be stored securely. A copy of the council's passwords will be provided by the clerk to the Chair in a sealed envelope, only to be accessed in an emergency.
- 3.4 Passwords must be changed immediately if compromise is

suspected and, for council accounts, a new copy of passwords must be provided to the Chair (see 3.3).

4. Email

4.1 The clerk is provided with an email address exclusively for council business using the council's government domain:

clerk@luxulyan-pc.gov.uk.

4.2 Councillors may be provided with council-domain-name email addresses, as needed and approved by the council, exclusively for council use.

4.3 All email addresses used by the clerk and councillors for council business must be secured with a strong password.

4.4 The clerk's email address is the principal method of communication with the council. The clerk does not communicate with individuals via social media.

4.5 Please note that all emails concerning council business, whether to the clerk or a councillor (using a personal or council email) are official; they are governed by the council's *Code of Conduct* and are subject to *The Freedom of Information Act*.

4.6 Email GUIDELINES:

- Use the same email address for all council business.
- Make sure the SUBJECT of the email matches the contents.
- Only use 'reply all' when appropriate.
- Individual Councillors are at liberty to communicate directly with parishioners in relation to their own personal views.
- Councillors should copy the Clerk with any email about a Council matter. This will ensure that a complete and proper record is kept of all correspondence.

5. Website — www.luxulyan-pc.gov.uk

5.1 The council's website will be used exclusively for council business and will not mention commercial businesses except when linked to

council business.

- 5.2 The clerk is the website manager.
- 5.3 The clerk must ensure that the website maintains its accessibility to the standard for government websites – currently WCAG 2.2 AA. Professional assessment will be contracted when needed.
- 5.4 The website will only link to reputable websites/sources.
- 5.5 The council confirms each year that it will conform to *The Transparency Code for Smaller Councils 2014*. The clerk will ensure that the website holds the information required by *The Transparency Code*.

6. Social Media, Texts & Message Boards

- 6.1 The clerk will maintain a Facebook page for *Luxulyan Clerk* with the associated page called *Luxulyan Parish Council (@LuxulyanPC)*, which identifies itself as a 'government organisation'.
- 6.2 The clerk will use the *Luxulyan Parish Council* Facebook page to post notices and information of interest to Luxulyan's parishioners. The clerk will not engage with Facebook users in the comments section or via FB Messenger, or other electronic messaging platforms.
- 6.3 The clerk will not participate on other social media platforms for council business unless in consultation with the Chair.
- 6.4 The clerk will not sign the council up for any social media platform unless approved by full council.
- 6.5 GUIDELINES for Social Media, Text & Message Board:
 - Social media includes mobile phone message boards such as WhatsApp.
 - Be aware of whether you are using social media for council business or as a private individual. It's best to avoid discussing council business on social media.
 - Be relevant.

- Uphold the *Code of Conduct* in all interactions.

7. Data Protection Policy

- 7.1 The council is accountable for the data it holds and will process data lawfully, fairly, accurately and transparently.
- 7.2 The council will abide by the *Data Protection Act 2018* and GDPR principles as set out in *Regulation (EU) 2016/679 of the European Parliament and of the Council*, and any further relevant legislation. The council is also advised regarding data protection by the Cornwall Association of Local Councils (CALC) and the Society of Local Council Clerks (SLCC).
- 7.3 See the council's other policies regarding the retention of personal data: its *Privacy Policy* and *Publication Scheme*.

DATE: 12 February 2026

MINUTE REFERENCE: 25.26/158.E

SIGNED: M Linfoot, Chair to Luxulyan Parish Council

End.