



WEDDIN SHIRE COUNCIL

POLICY NUMBER: 1.14.3

POLICY FOR EMAIL COMMUNICATIONS WITH COUNCIL

Adopted: 16 March 2017

POLICY FOR EMAIL COMMUNICATIONS WITH COUNCIL (NO. 1.14.3)

1. **Title:** Policy for Email Communications with Council.
2. **Number:** Policy Number 1.14.3
3. **Purpose:**
The purpose of this policy is to outline what external communications are acceptable by Council. This policy applies to all external messages sent into Council via email.
4. **Application:**
The policy applies to all staff.
5. **Associated References**
Weddin Shire Council Privacy Management Plan.

6. **Policy**

6.1 Council will accept and act upon all email messages received provided that:

- The sender can be identified and is contactable;
- The content is accurate, factual and business related; and
- The content does not contain objectionable material.

If any information provided is untrue, objectionable, inaccurate, impersonates another user or entity, or the Council has reasonable grounds to doubt any of the above, the Council has the right to reject the email message, and/or block the email addressee from further corresponding with Council.

6.2 **Definitions**

Objectionable Material

Objectionable material is any email message that contains content that is defamatory, offensive, obscene, or indecent in nature. In addition, breaches of copyright, patent, trademark or other proprietary rights of any party; as well as threats, harassment or violations of the rights of others are also considered objectionable. SPAM, viruses and spyware are other examples of objectionable material.

6.3 **Responsibility**

The General Manager is responsible for this policy, determines what is acceptable and what is not, and approves any sanctions outlined below.

6.4 **Email Sender's Responsibilities**

Persons who submit email to Council are responsible for ensuring that:

1. The material submitted is accurate and of a suitable quality. This includes all information, photographs, graphics, messages, sounds or other materials provided.
2. Accurate contact details, such as a valid return email address or phone number are provided.
3. The content of the message does not contain objectionable material. Council will not accept any email message that contains material such as:
 - a. Material that is defamatory, offensive, obscene, or indecent in nature.
 - b. Breaches of copyright, patent, trademark or other proprietary rights of any party
 - c. Threats, harassment or otherwise violates the rights of others.

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- d. Software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software, hardware or telecommunications equipment.
- e. Contains SPAM or other unsolicited mass marketing material.
- f. Emails are to be initially directed to mail@weddin.nsw.gov.au

6.5 Staff Responsibilities

If a Council employee receives an email message that they suspect breaches the Sender's Responsibilities, the message must be referred to the relevant Director.

The Director will then refer any serious violations of this policy to the General Manager.

6.6 Training

Staff must be notified of the policy and be encouraged to refer any questionable email messages to the relevant Director for assessment. The original message will not be actioned until approval has been given to do so.

6.7 Reporting

A current list of banned email users is to be given to the General Manager on a Monthly basis if compiled.

7. Non-compliance

If a person is found to have breached this policy, the Council may, at the discretion of the General Manager:

1. Notify the correspondent that the policy has been breached and that further breaches may result in a ban being placed on any further email received.
2. If the sender continues to breach this policy, an indefinite ban will be placed on all further email messages received. The sender may apply to Council to have the ban lifted after six months.

8. Review and Amendment

- This policy shall be reviewed at four (4) yearly intervals, to ensure it meets all statutory requirements and the needs of Council.
- This policy may be amended or cancelled by Council at any time without prior notice or obligation to any employee.

9. Adoption

- This policy commences as from the date of adoption by Council, being 16 March 2017

10. History

Version	Details
1.14.1	Adopted 20 August 2009
1.14.2	Adopted 21 March 2013
1.14.3	Adopted 16 March 2017