



Cliffe and Cliffe Woods Parish Council
17 Graveney Close, Cliffe Woods, Rochester, Kent ME3 8LB

☎ 01634 566166

✉ clerk@cliffeandcliffewoods-pc.gov.uk

Clerk/PO Mrs Alex Jack, Clerk/RFO Mrs Helen Symmons
and Assistant Clerk Mrs Parveen Comparat

IT POLICY

1. Introduction

Cliffe and Cliffe Woods Parish Council recognises the importance of effective and secure Information technology (IT) and email usage in supporting its business, operations, and communications.

This policy outlines the guidelines and responsibilities for the appropriate use of IT Resources and email by Parish Councillors, council staff, volunteers, and contractors.

2. Scope

This policy applies to all staff and parish Councillors who use Cliffe and Cliffe Woods Parish Council IT resources, including laptops, data, email accounts and the internet phone system.

3. Acceptable use of IT resources and emails

Cliffe and Cliffe Woods Parish Council IT resources and email accounts are to be used for official council-related activities and tasks. All users must adhere to ethical standards, respect copyright and intellectual property rights, and avoid accessing inappropriate or offensive content.

4. Device and software usage

Unauthorized installation of software on Parish Council devices, including personal software, is strictly prohibited due to safety concerns. Staff must ensure that all mandatory software updates, as recommended by Northstar IT, are completed promptly.

5. Data management and security

All sensitive and confidential Cliffe and Cliffe Woods Parish Council data should be stored and transmitted securely using approved methods. Regular data backups should be

performed to prevent data loss, and secure data destruction methods should be used when necessary.

6. Email communication

Email accounts provided by Cliffe and Cliffe Woods Parish Council are for official communication only. Emails should be professional and respectful in tone. Confidential or sensitive information must not be sent via email unless it is encrypted.

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

Under no circumstances should council business emails be forwarded to a personal email account held by a staff member or Councillor outside of the Cliffe and Cliffe Woods Parish Council account network. This can compromise the Parish Council and breach Data protection regulations.

8. Password and account security

Cliffe and Cliffe Woods Parish Council users are responsible for maintaining the security of their accounts and passwords. Passwords should be strong and not shared with others.

9. Email monitoring

Cliffe and Cliffe Woods Parish Council Proper Officer reserves the right to monitor email communications to ensure compliance with this policy and relevant laws.

Monitoring will be conducted in accordance with the Data Protection Act and GDPR.

10. Retention and archiving

Emails should be retained and archived in accordance with legal and regulatory requirements. Regularly review and delete unnecessary emails to maintain an organised inbox.

11. Reporting security incidents

All suspected security breaches or incidents must be reported immediately to the Clerk, who will liaise with Northstar IT to investigate and resolve the issue.

Report any email-related security incidents or breaches to the Clerk immediately.

Regular password changes are encouraged to enhance security.

12. Compliance and consequences

Breach of this IT and Email Policy may result in the suspension of IT privileges and further consequences as deemed appropriate.

13. Policy review

This policy will be reviewed annually to ensure its continued relevance and effectiveness. Revisions will also be made as necessary to address emerging technology trends and evolving security measures.

14. Contacts

For IT-related enquiries or assistance, users can contact Northstar IT, telephone 01903 259923, email help@northstarit.co.uk All staff and Councillors are responsible for the safety and security of Cliffe and Cliffe Woods Parish Council's IT and email systems. By adhering to this IT and Email Policy, Cliffe and Cliffe Woods Parish Council aims to create a secure and efficient IT environment that supports its mission and goals.

This Policy was adopted by the Parish Council at their meeting on 19/3/2026