

# 2026

## Email

# POLICY



**MARLOW**  
TOWN COUNCIL



# Email Policy

Adopted: 10.06.25 minute M.20.25

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Review date 2029 or before if legislation dictates

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## 1. INTRODUCTION

Marlow Town Council has provided all councillors with their own email address. This is to aid them in their work, present a professional image and assist the council in managing its obligations with regards to data protection and freedom of information requests.

The aim of this policy is to assist councillors with email protocol and compliance with the Freedom of Information Act 2000 and GDPR. It sets out best practice for councillor use of emails when dealing with council business.

Marlow Town Council is a corporate body working within the framework of the law and local governance. As such, all employees and councillors are responsible for maintaining a professional approach at all times.

## 2. LEGAL OBLIGATIONS

The Freedom of Information Act 2000 (FOI Act) and GDPR applies to public bodies. The FOI Act allows members of the public to request information from the council which must be treated in accordance with GDPR.

Council information is held by council officers and some is held by councillors, although the length of time that information is held by councillors will not be subject to the council's retention and destruction policies. Council information held by councillors is subject to the FOI Act and must be made available if requested in accordance with the FOI Act and GDPR Regulations. As data controllers councils must ensure the confidentiality, integrity and availability of all personal data they hold, even if the data is being processed through personal email accounts or is stored on a privately-owned device. Ensure that you only use your council email address for council work.

## 3. PURPOSE

The purpose of this policy is to assist councillors in their use of emails for the official business of the council. This policy will help mitigate risks from:

- Damage to the council's reputation.
- Potential litigation against the council or councillors.

The use of dedicated council email addresses is essential for the council to process personal data securely.

## 4. THE USE OF EMAILS

The council has provided all councillors with a dedicated council email account for use with council business. These email addresses can be found by members of the public via the council website and all follow the same format, this being

Example: **Cllr Bob Smith**

Email: Cllr.bsmith@marlow-tc.gov.uk

All councillors should use their own dedicated council email address for all official council business. Council email addresses should not be used by anyone other than the councillor to whom the council email address has been assigned.

Any official council business held by councillors in their own private email accounts is still subject to the FOI Act and therefore their individual account can be searched for requested information. Deleting or concealing information with the intention of preventing its disclosure following receipt of a FOI request is a criminal offence under

section 77 of the FOI Act and the person concealing the information is liable to prosecution.

## 5. EMAIL CONTENT

Much of the information conveyed to councillors is via email. This is a speedy and efficient method of information exchange from one recipient to another. However, councillors should take care with the content of any emails they write and send on to others as improper language may lead to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

When acting on council business councillors should not:

- Send emails that contain libellous, defamatory, offensive, racist or obscene comments.
- Forward emails or attachments without being assured that the information can be passed on.
- Publicise the content of emails that contain confidential information.
- Send emails that could contravene the Councillors' Code of Conduct
- CC in other councillors or officers unless the subject matter specifically relates to them or their responsibilities

## 6. DISCLAIMER

All councillors and officers/staff with council email addresses are mandated to include the standardised disclaimer wording at the end of their email footers in a consistent black font.

## 7. EMAIL FOOTER

A standard template for the council email signature should be adopted by all councillors and officers/staff with a consistent font, colours and logo.

This includes a privacy policy (Aptos font size 10 black), name in black bold, text in black Aptos 12, one line spacing between role and Marlow Town Council logo as shown, address and office phone number in black Aptos 12, all left-justified as shown:

**Muryel Boulay**  
Town Mayor



Marlow Town Council  
Court Garden  
Pound Lane  
Marlow  
Bucks SL7 2AG  
T: 01628 484024

Please read our privacy policy here <https://www.marlow-tc.gov.uk/Council-Policies.aspx> on how we process your data, we will not pass on your data to any third party without your consent. This email (including any attachments) is intended only for the named addressee. It may be confidential and may also contain legally privileged information. If you have received this message in error, please notify me by email or telephone and then delete the message and any copies. Unauthorised use, copying or distribution of the message or any information contained in it is prohibited. Every reasonable precaution has been taken to minimise the risk of computer software viruses, but liability cannot be accepted for any damage you may sustain as a result of such viruses. You should carry out your own virus checks before opening the email (and any attachments).

## 8. OUR COMMITMENT

The council recognises the importance of data control, complying with GDPR and FOI legislation and all email use will comply with the adopted policies of Marlow Town Council.