



Calstock Parish Council

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Information Technology Policy

Calstock Parish Council – Statement of Intent

This policy establishes clear parameters for how councillors, staff, and other authorised users use council-provided technology or equipment in the course of their duties

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Information Technology Policy for Calstock Parish Council

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Purpose of the IT Policy

The purpose of this IT policy is to establish clear parameters for how councillors, staff, and other authorised users use council-provided technology and/or their own IT equipment in the course of their duties. Its aim is to:

- Set expectations for appropriate use of equipment and systems;
- Raise awareness of risks associated with IT use;
- Safeguard the council's data and digital assets;
- Clarify what constitutes acceptable and unacceptable use;
- Outline the consequences of policy breaches;
- State what personal use of IT equipment is permitted.

Monitoring of IT Use

As an IT provider, the council has the right to monitor the use of its IT equipment and systems, provided there is a legitimate reason for doing so and councillors, employees and other authorised users are informed that such monitoring may take place. Any monitoring must be proportionate and comply with relevant data protection and privacy laws. Other persons may be included if they access or use council systems e.g. if they have a council e-mail address

Scope of this policy

This policy applies to all councillors, staff, and other authorised users, regardless of their working location or pattern, including those who are home-based, office-based, or work on a flexible or part-time basis. It sets out the expectations for the appropriate use of IT equipment and systems provided by the council.

Computer use

1.1 Hardware

1.1.1 Council computer equipment is provided for council purposes, however reasonable personal use is permitted (reasonable interpreted as in the opinion of "the council and/or, the clerk". Any personal use of computers and systems should not interrupt daily council business in any way. Councillors, staff, and other authorised users are expected to restrict any personal use to official lunch breaks or before or after working hours.

1.1.2 All councillors, staff, and other authorised users must password lock their computers when leaving their desks to prevent unauthorised access. This applies to all council and personal devices used for work. Failure to comply may lead to disciplinary action.

1.1.3 All computer and other electronic equipment supplied by the council should be treated with good care at all times. Computer equipment is expensive, and any damage sustained to any equipment will have a financial impact on the council. Employees, councillors or authorised users may be required to repair or replace equipment at their own expense if they are found to have been wilfully careless or intentionally damaged equipment.

1.1.4 Computer and electronic hardware should be kept clean, and every precaution taken to prevent food and drink being dropped or spilled onto it.

1.1.5 An inventory will be kept of all computers and mobile devices and a record will be kept of any that is issued to a member or staff, councillor or authorised user.

1.1.6 Equipment should not be dismantled or reassembled

1.1.7 Councillors, staff, and other authorised are not to purchase any computer or mobile equipment (including software) unless previously authorised.

1.1.8 Advice will be sought from the council's IT consultant prior to personal disks, USB stick, CDs, DVDs, data storage devices being used on council's devices. This is to ensure any security risks are managed.

1.1.9 As personal WiFi is a security risk, using a personal portable device to make Wi-Fi hot spots (which bypass existing WiFi) is not allowed unless authorised.

1.1.10 Any faults or necessary repairs must be reported to the Clerk and/or the Council's IT Consultant.

Equipment

2.1 Council Owned Portable equipment

2.1.1 Portable equipment includes laptop computers, netbooks, tablets, mobile and smart phones with email capability and access to the internet etc.

2.1.2 Back-up procedures specific to portable equipment should be followed at all times.

2.1.3 All portable computers must be stored safely and securely when not in use in the office, i.e. when travelling or when working from home. Portable equipment (unless locked in a secure cabinet or office) should be kept with or near the user at all times; should not be left unattended when away from council premises and should never be left in parked vehicles or in buildings that are unlocked.

2.1.4 It is important to ensure all portable devices are protected with encryption in case they are lost or stolen. All smartphones or tablets that hold council data, including emails and files, must be password protected. Where possible, these devices should also be programmed to erase all content after several unsuccessful attempts to break in. Any security set on these devices must not be disabled or removed.

2.1.5 Multi-Factor Authentication (MFA) is a security process that requires users to verify their identity using two or more independent methods—for example, entering a password (something you know) and confirming a code sent to your mobile device (something you have). This significantly reduces the risk of unauthorised access to systems and sensitive data. It is recommended that MFA

is implemented as best practice to enhance information security and support compliance with data protection obligations under the UK GDPR and the Data Protection Act 2018.

2.1.6 If an item of portable equipment is lost or damaged this should be reported to The Clerk and IT Consultant. If the loss or damage is due to an act of negligence, the individual responsible may be liable to meet the cost of some or all of the damage/replacement.

2.1.7 To protect confidential information, unless it is a requirement of the job and this has been authorised, it is forbidden for photographs or videos to be taken on council premises, without the prior permission of The Clerk/Council. This includes mobile telephones with camera function, camcorder, tape or other recording device for sound or pictures - moving or still.

2.1.8 Under no circumstances should any non-public meeting or conversation be recorded without the permission of those present. This does not affect statutory rights (under The Openness of Local Government Regulations 2014).

2.1.9 In addition, the council does not permit webcams (which may be pre-installed on many laptops) to be used in the workplace, other than for conference calls for council purposes. If there is any doubt as to whether a device falls under this clause, advice should be sought from the Clerk.

2.2 Use of own devices

2.2.1 Use of personal devices is recognised as a necessity in conducting the work of a councillor..

2.2.2 The Council recognises that some councillors, staff, and other authorised users will wish to use their own smartphones, tablets, laptops etc to access our servers, private clouds or networks for normal council purposes, including, but not limited to, reading their emails, accessing documents stored on the council's network or to store data on the council's server(s) or access data in other services. Any such use of personal devices will be at the discretion of the council, but consent for standard systems (MS Windows, Mac OS X, Linux - in commercial configurations) is permitted. Such devices should be kept up to date so that any vulnerabilities in the operating system or other software on the device are appropriately patched or updated.

2.2.3 However, the same security precautions apply to personal devices as to the council's desktop equipment. For continuity purposes, council related calls must be made on council landlines or mobile phone numbers to ensure that only these numbers are used and/or stored by the recipient, rather than personal numbers. Any council related emails sent from own devices should be sent from a council email account and should not identify the individual's personal email address: this is to protect councillors and to ensure information can be retrieved in the event of a Freedom of Information request.

2.2.4 Councillors, staff, and other authorised persons that use council systems are expected to use all devices in an ethical and respectful manner and in accordance with this policy. Accessing inappropriate websites or services on any device via the IT infrastructure that is paid for or provided by the council carries a high degree of risk, and, for employees, may result in disciplinary action, including dismissal (without notice). For Workers or Contractors, the contract or agreement may be

terminated. This is irrespective of the ownership of the device used. An example would be downloading copyright music illegally or accessing pornographic material whilst connected to the Council's wi-fi or physical network.

2.2.5 In cases of legal proceedings against the council, external authorities may need to take possession of a device, whether council-owned, or personal, to retrieve the relevant data.

2.2.6 Wherever possible the user should maintain a clear separation between the personal data processed on the council's behalf and that processed for their own personal use, for example, by using different apps for council and personal use. If the device supports both work and personal profiles, the work profile must always be used for work-related purposes.

2.2.7 Councillors, staff, and other authorised users who intend to use their own devices via the council's infrastructure must ensure that they:

- use a pin, strong password or finger print (preferably the latter)] to protect their device(s) from being accessed. For smartphones and tablets the device will usually lock after a number of failed login attempts;
- configure their device(s) to automatically prompt for a password after a period of inactivity of no more than 10 minutes;
- always password protect any documents containing confidential information that are sent as attachments to an email, and notify the password separately (preferably by a means other than email);
- for smartphones and tablets, activate the automatic device wipe function (where available). Note that use of the remote wipe function may also involve the removal of the individual's personal data. Councillors, staff, and other authorised users are therefore advised to keep personal data separate from council data where possible;
- ensure secure WiFi networks are used;
- work-related data should never be viewed or retrieved by family or friends who may also use the device;
- inform the Clerk (or the IT Consultant in the case of the Clerk) if their device(s) is/are lost, stolen, or inappropriately accessed where there is risk of access to council data or resources. To prevent phones being used, they will need to retain the details of their IMEI number and the SIM number of the device as their provider will require this to deactivate it.

2.2.8 Personal data relating to council business or personnel should not be saved to any personal accounts with third-party storage cloud service providers as this may breach data protection legislation or create a security risk if the device is lost or stolen. This applies especially if the passwords used to store/access data are saved onto the device, or if the service permits councillors, staff, and other authorised users to remain logged in between sessions. The user should configure their backups so they are not uploading to third party sites or they should work solely within the Google Workspace environment.

2.2.9 Personal information and sensitive data should never be saved on councillors, staff, or other authorised users' own devices as this may breach confidentiality agreements, especially if the device is used by other people from time to time.

2.2.10 If removable media are used to transfer data (e.g. USB drives or CDs), the user must also securely delete the data on the media once the transfer is complete.

2.2.11 Councillors, staff, and other authorised users who open any attachments should ensure that any cached or downloaded copies are deleted immediately after use. The Clerk, in conjunction with the IT Consultant, will provide assistance or training in doing this if needed. Additional risks include data belonging to the council being accessed by unauthorised persons if the device(s) is lost, stolen, or used without the owner's permission.

2.2.12 Any work done on user's own equipment should be stored securely and password protected and should always be backed up in accordance with the council's standard backup procedures.

2.2.13 If transferring data (e.g. documents, files etc), either by email or by other means, this should be done through a secure web protocol <https://> e.g. Google Workspace. Unsecured wireless networks should not be used.

2.2.14 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, if required, to allow the IT Consultant access to the device to ensure that all passwords, user access shortcuts and any identifiable data are removed from the device.

2.2.15 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 accessing council servers/services via their own IT equipment. Risks to the user's personal device(s) include data loss as a result of a crash of the operating system, bugs and viruses, software or hardware failures and programming errors rendering a device inoperable. The council will use reasonable endeavours to assist, but councillors, staff, and other authorised users are personally liable for their own device(s) and for any costs incurred as a result of the above.

Health and safety

3.1.1 Councillors, staff, and other authorised users who work in council offices will be provided with an appropriate workstation.

3.1.2 The council has a duty to ensure that regular appropriate eye tests, carried out by a competent person, are offered to employees using display screen equipment. Further details are set out in the council's health and safety policy.

3.1.3 Any VDU user who feels that their workstation requires changes to make it compliant must speak to the Clerk and/or Chair of the Personnel Committee. If any hazards are detected at a

workstation from the IT equipment, this should be reported immediately to the Clerk and/or IT Consultant - this may include excessive heat or noises.

Password and Authentication Policy

4.1.1 All user accounts must be protected by strong, secure passwords. The council follows the National Cyber Security Centre (NCSC) recommendations for creating passwords using three random words (e.g. PurpleCandleRiver). This method helps create passwords that are both strong and easy to remember, while offering effective protection against common cyber threats such as brute-force attacks. This approach is endorsed in NALC guidance.

In addition to strong passwords, Multi-Factor Authentication (MFA) should be enabled wherever possible. MFA requires users to provide two or more independent forms of verification—for example, a password (something you know) and a code sent to your phone (something you have). This significantly reduces the risk of unauthorised access to systems and personal data.

To further strengthen account security:

- Initial user account passwords must be generated by the IT Consultant or the Clerk.
- Default passwords provided by vendors or the IT provider must be changed immediately upon installation or setup.
- Service or System (e.g. Website) account passwords are generated and managed by the IT provider.
- The council recommends these practices as part of its commitment to robust information security and to support compliance with the UK GDPR and the Data Protection Act 2018.

4.1.2 Access to Passwords

- Passwords are personal and must not be shared under any circumstances.
- Only the assigned user of an account may access or use the associated password.
- In exceptional cases (e.g., incident response or employee offboarding), access to system credentials may be granted to authorised personnel from the IT provider with appropriate approvals and logging.
- Administrative credentials must be stored securely and only accessible to authorised personnel with a copy provided to the [Chair and Vice Chair of the Council], within a locked electronic folder only accessible by the nominated personnel within the secure google drive.

4.1.3 Password Storage and Management

- Passwords must not be stored in plain text or written down in insecure locations.
- Passwords must be stored using a council-approved, encrypted password manager (e.g. Bitwarden).

4.1.4 Password Change Requirements

- Immediately change password if compromise is suspected.

4.1.5 Password Access Control and Logging

- Any access to administrative and other security credentials (other than those accessed by the Clerk and IT Consultant) must be logged by the clerk and must be auditable .
- Attempts to access unauthorized passwords will be treated as a security incident.

4.1.6 Responsibility

- Users are responsible for creating and maintaining secure passwords for their accounts.

The IT Consultant is responsible for:

- Managing system/service credentials.
- Enforcing password policies.
- Auditing and monitoring password-related security practices.

Monitoring

5.1.1 The council reserves the right to monitor and maintain logs of computer usage and inspect any files stored on its network, servers, computers, or associated technology to ensure compliance with this policy as well as relevant legislation. Internet, email, and computer usage is continually monitored as part of the council's protection against computer viruses, ongoing maintenance of the system, and when investigating faults.

5.1.5 The council will monitor the use of electronic communications and use of the internet in line with the Investigatory Powers (Interception by Councils etc for Monitoring and Record-keeping Purposes) Regulations 2018.

5.1.6 Monitoring of an employee's email and/or internet use will be conducted in accordance with an impact assessment that the council has carried out to ensure that monitoring is necessary and proportionate. Monitoring is in the council's legitimate interests and is to ensure that this policy is being complied with.

5.1.7 The information obtained through monitoring may be shared internally, including with relevant councillors and IT staff if access to the data is necessary for performance of their roles. The information may also be shared with external HR or legal advisers for the purposes of seeking professional advice. Any external advisers will have appropriate data protection policies and protocols in place.

5.1.8 The information gathered through monitoring will be retained only long enough for any breach of this policy to come to light and for any investigation to be conducted.

5.1.9 Councillors, staff, and other authorised users have a number of rights in relation to their data, including the right to make a subject access request and the right to have data rectified or erased in some circumstances. You can find further details of these rights and how to exercise them in the council's data protection policy.

5.1.10 Such monitoring and the retrieval of the content of any messages may be for the purposes of checking whether the use of the system is legitimate, to find lost messages or to retrieve

messages lost due to computer failure, to assist in the investigation of wrongful acts, or to comply with any legal obligation.

5.1.11 At the Clerk or Council's request, the IT Consultant may be asked to view the internet history and/or usage on any council owned device; and all activity will be logged and reported back as appropriate.

5.1.12 The council reserves the right to inspect all files stored on its computer systems in order to assure compliance with this policy. The council also reserves the right to monitor the types of sites being accessed and the extent and frequency of use of the internet at any time, both inside and outside of working hours to ensure that the system is not being abused and to protect the council from potential damage or disrepute.

5.1.13 Any use that the council considers to be 'improper', either in terms of the content or the amount of time spent on this, may result in disciplinary proceedings.

5.1.14 All computers will be periodically checked and scanned for unauthorised programmes and viruses.

Remote working

6.1.1 Increased IT security measures apply to those who work away from their normal place of work as follows:

- if logging into the council's systems or services remotely, using computers that either do not belong to the council or are not owned by the user, any passwords must not be saved, and the user must log out at the end of the session deleting all logs and history records within the browser used. If the configuration of the device does not clearly support these actions (for example at an internet café), council services should not be accessed from that device;
- the location and direction of the screen should be checked to ensure confidential information is out of view. Steps should be taken to avoid messages being read by other people, including other travellers on public transport etc;
- any data printed should be collected and stored securely;
- all electronic files should be password protected and the data saved to the council's system/services when accessible;
- papers, files or computer equipment must not be left unattended;
- any data should be kept safely and should only be disposed of securely;
- papers, files, data sticks/storage, flash drive or backup hard drives should not be left unattended in cars, except where it is entirely unavoidable for short periods, in which case they must be locked in the boot of the car. If staying away overnight, council data should be taken into the accommodation, care being taken that it will not be interfered with by others or inadvertently destroyed;
- where possible the ability to remotely wipe any mobile devices that process sensitive information should be retained in the case of loss or theft;

- Councillors, staff, and other authorised users who work away from the office with sensitive data should ensure the screen is not visible to others.

6.1.2 Similarly, use of paid for Wi-Fi access, for example at airports should be carefully monitored and restricted to essential council use.

Email

7.1.1 Council email facilities are intended to promote effective and speedy communication on work-related matters. Although we encourage the use of email, it can be risky. Councillors, staff, and other authorised users need to be careful not to introduce viruses onto council systems and should take proper account of the security advice below.

7.1.2 On occasion, it will be quicker to action an issue by telephone or face to face, rather than via protracted email chains. Councillors, staff, and other authorised users are expected to decide which is the optimum channel of communication to complete their tasks quickly and effectively. It should be noted that email communication provides a written audit trail and is the preferred method of communication permitting full Freedom of Information requests.

7.1.3 These rules are designed to minimise the legal risks run when using email at work and to guide councillors, staff, and other authorised users as to what may and may not be done. If there is something which is not covered in the policy, councillors, staff, and other authorised users should ask the Clerk, rather than assuming they know the right answer.

7.1.4 All councillors, staff, and other authorised users who need to use email as part of their role will normally be given their own council email address and account. The council may, at any time, withdraw email access, should it feel that this is no longer necessary for the role or that the system is being abused. In the case of the system being abused that person may be the subject of a disciplinary procedure.

7.1.5 Email messages sent on the council's account are for council use only. Personal use is not permitted.

Use of the Internet

8.1 Copyright

8.1.1 Much of what appears on the Internet is protected by copyright. Any copying without permission, including electronic copying, is illegal and therefore prohibited. The Copyright, Designs and Patents Act 1988 set out the rules. The copyright laws not only apply to documents but also to software. The infringement of the copyright of another person or organisation could lead to legal action being taken against the council and damages being awarded, as well as disciplinary action, including dismissal, being taken against the perpetrator.

8.1.2 It is easy to copy electronically, but this does not make it any less an offence. The council's policy is to comply with copyright laws, and not to bend the rules in any way.

8.1.3 Councillors, staff, and other authorised users should not assume that because a document or file is on the Internet, it can be freely copied. There is a difference between information in the ‘public domain’ (which is no longer confidential or secret information but is still copyright protected) and information which is not protected by copyright (such as where the author has been dead for more than 70 years).

8.1.4 Usually, a website will contain copyright conditions; these warnings should be read before downloading or copying.

8.1.5 Copyright and database right law can be complicated. Councillors, staff, and other authorised users should check with the Clerk if unsure about anything.

8.2 Trademarks, links and data protection

8.2.2 The council does not permit the registration of any new domain names or trademarks relating to the council’s names or products anywhere in the world, unless authorised to do so. Nor should they add links from any of the council’s web pages to any other external sites without checking first with the Clerk.

8.2.3 Special rules apply to the processing of personal and sensitive personal data. For further guidance on this, see the council’s data protection policy, a copy of which is available on the website or on request if a paper copy is required.

8.3 Accuracy of information

8.3.2 One of the main benefits of the internet is the access it gives to large amounts of information, which is often more up to date than traditional sources such as libraries. Be aware that, as the internet is uncontrolled, much of the information may be less accurate than it appears.

Use of social media

9.1.1 Social media includes blogs; Wikipedia and other similar sites where text can be posted; multimedia or user generated media sites (YouTube); social networking sites (such as Facebook, LinkedIn, X (formerly known as Twitter), Instagram, TikTok, etc.); virtual worlds (Second Life); text messaging and mobile device communications and more traditional forms of media such as TV and newspapers. Care should be taken when using social media at any time, either using council systems or at home.

9.1.2 Personal use of social networking/media and chat sites should be restricted to breaks during working hours, or after hours with permission.

9.1.3 The council recognises the importance of councillors, staff, and other authorised users joining in and helping to shape sector conversation and enhancing its image through blogging and interaction in social media. Therefore, where it is relevant to use social networking sites as part of the individual’s position, this is acceptable.

However, inappropriate comments and postings can adversely affect the reputation of the council, even if it is not directly referenced. If comments or photographs could reasonably be interpreted as being associated with the council, or if remarks about council business/partners could be regarded as abusive, humiliating, sexual harassment, discriminatory or derogatory, or could constitute bullying or harassment, the council will treat this as a serious disciplinary offence.

9.1.4 To protect both the council and its interests, everyone is required to comply with the Council's Social Media Policy.

Misuse

Misuse of IT systems and equipment is not in line with the council's standards of conduct and will be taken seriously. Any inappropriate or unauthorised use may lead to formal action, including disciplinary proceedings or, in serious cases, dismissal.

Councillors, staff, and other authorised users leaving the council will be required to delete all council-related data from any personal device/equipment.