



IT Policy

This document sets out Keswick Town Council's guidelines and responsibilities for the use of email and IT.

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Town Clerk

Version control	
V1 drafted by Town Clerk	Approved 19 February 2026

Based on a template from the Small Authorities' Proper Practices Panel Practitioner's Guide 2025.

1. Introduction

Keswick Town 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 council members, employees, volunteers and contractors.

2. Scope

This policy applies to all individuals who use Keswick Town Council's IT resources, including computers, networks, software, devices, data and email accounts.

3. Acceptable use of IT

Keswick Town Council resources and email accounts are to be used for official council-related activities and tasks. Limited personal use is permitted, provided it does not interfere with work responsibilities or violate any part of this policy. 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

Where possible, authorised devices, software, and applications will be provided by Keswick Town Council for work-related tasks.

Unauthorised installation of software on authorised devices, including personal software, is strictly prohibited due to security concerns.

5. Data Management and Security

All sensitive and confidential Keswick Town 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. Network and internet usage

Keswick Town Council's network and internet connections should be used responsibly and efficiently for official purposes. Downloading and sharing copyrighted material without proper authorisation is prohibited.

7. Email communication

Email accounts provided by Keswick Town 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. Encryption is provided by Keswick Town Council's IT providers.

Be cautious with attachments and links to avoid phishing and malware. Verify the source before opening any attachments or clicking on links. If you have any queries contact the Clerk or Responsible Financial Officer first.

8. Password and account security

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

9. Mobile devices and remote work

Mobile devices provided by Keswick Town Council should be secured with passcodes and/or biometric authentication. When working remotely, users should follow the same security practises as if they were in the office.

10. Email monitoring

Keswick Town Council 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. In the case of Freedom of Information/Subject Access Requests, the Clerk will if necessary contact the Council's IT provider in order to access information stored in email or on Council's servers to fulfil in the legal obligation of completing the request.

11. Retention and archiving

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

12. Reporting security incidents

All suspected security breaches or incidents should be reported immediately to the designated IT point of contact for investigation and resolution. Report any email-related security incidents or breaches to the IT administrator immediately.

13. Training and awareness

Keswick Town Council will provide regular training and resources to educate users about IT security best practices, privacy concerns and technology updates. All employees and councillors will receive regular training on email security and best practices.

14. Compliance and consequences

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

15. Policy review

This policy will be reviewed annually to ensure its relevance and effectiveness. Updates may be made to address emerging technology trends and security measures.

16. Contacts

For IT-related enquiries or assistance, users can contact staff in the office in the first instance. Staff will then escalate to the Council's IT provider if required.

All staff and councillors are responsible for the safety and security of Keswick Town Council's IT and email systems. By adhering to this IT and Email Policy, Keswick Town Council aims to create a secure and efficient IT environment that supports its mission and goals.