



Social Media and Electronic Communication Policy



Social Media and Electronic Communication Policy

The use of digital and social media and electronic communication enables Llanharry Community Council to interact in a way that improves the communications both within the Community Council and between the Community Council and the people, businesses and agencies it works with and serves.

The Community Council has a website and uses email to communicate. The Community Council will always try to use the most effective channel for its communications. Over time the Community Council may add to the channels of communication that it uses as it seeks to improve and expand the services it delivers. When these changes occur this Policy will be updated to reflect the new arrangements.

The Llanharry Community Council website intends to:

Provide information and updates regarding activities and opportunities within Llanharry & Tylagarw and promote helpful thoughts and comments from residents within the wards.

In order to ensure that all discussions are productive, respectful, energized and consistent within the Council's policy, it asks everyone to follow these guidelines:

- Be considerate and respectful of others, vulgarity, threats or prejudice will not be tolerated.
- Differing opinions and discussion of diverse ideas are encouraged, but personal attacks on anyone will not be permitted.
- Share freely and be generous, but be aware of copyright laws; be accurate and give credit where credit is due.
- Refrain from using Social Media pages for commercial purposes or to market products.

Llanharry Community Council is not responsible or liable for, and does not endorse the privacy practices, of any social media or any linked websites. Users of social media and any linked websites do so at their own risk.

Llanharry Community Council assumes no responsibility or liability for any injury, loss or damage incurred as a result of any use or reliance upon the information and material contained within or downloaded from the website.

Email

Llanharry Community Council has its own email address. It is monitored mainly during office hours Monday to Friday and Llanharry Community Council aims to reply to all questions sent as soon as possible.

The Clerk is responsible for dealing with email received and passing any on to the relevant Member or external agency to action.

All communications on behalf of the Council must come from the Clerk.

SMS (texting)

Members and the Clerk may use SMS as a convenient way to communicate at times.

Internal communication and access to information within the Community Council

The Community Council is continually looking at ways to improve its working and the use of electronic communications is a major factor in delivering improvement. Community Councillors are expected to abide by the “use of social media” section (see above) in all their work on behalf of the Community Council. As more and more information becomes available “at the press of a button” it is vital that all information is treated sensitively and securely. Community Councillors are expected to maintain an awareness of the confidentiality of all information that they have access to and not to share that information with anyone unless they are sure that it is reasonable to do so. Failure to properly observe confidentiality may be seen as a breach of the Community Council’s Code of Conduct and will be dealt with through its prescribed procedures. Members should also be careful only to cc essential recipients on emails i.e. to avoid the use of the Reply All option if at all possible.