



Farnsfield Parish Council Communication & Social Media Policy

This policy applies to our use of social media, our website and the way we communicate, including electronically (emails, text messaging, social media and any other form of digital communication).

Communication guidelines

We expect that communication from our staff and Councillors

- must comply with our equality policy, our data protection policy and any other relevant policies.
- must not contain private or personal information published without consent
- must not contain obscene or racist content
- must not contain commercial content
- must not breach copyright laws
- must not be potentially unlawful or libelous.

We do not monitor 24/7. This includes our email, our website contacts and social media accounts.

Use of email

Councillors and staff have individual Council email addresses which can be used to contact them. Details are on our website and in our notice boards. Please note that individual Councillors cannot respond on behalf of Council and any views expressed by them will be their own.

Councillors are reminded not to forward personal information (which includes names, addresses and email addresses) on to other people or groups outside of the Council. If emailing groups of individuals it may be appropriate to use blind copy (bcc). A data breach procedure is available on our website.

We expect staff and Councillors to follow the above communications guidelines and we expect those contacting us to do the same.

Use of Facebook

We use our Facebook page to provide information and Council updates and to promote activities and opportunities locally. The community can comment on our page posts and can contact us from the page however this correspondence will not be considered formal correspondence to the Council. We welcome discussion on our page, but we are unable to respond to every comment.

When posting and commenting we expect everyone to be respectful to others and to make sure their content follows the communication guidelines, is relevant, and factually correct. Comments that are not factually correct, or that do not abide by the above guidelines will be removed, and repeat offenders will be banned. Facebook must not be used for commercial purposes or to advertise market or sell products. The Council's social media accounts must not be used for the dissemination of any political advertising.

Posts that breach the above guidelines will be removed along with any posts that breach our communication guidelines.

Our Facebook page is not the correct place to raise complaints against Council or against Councillors. Please use our formal process available on the contact page of our website.

Our Website

We have a comprehensive website which includes information about our services, our village, our



initiatives, our decisions and the way we work and also useful information about services provided by other organisations.

Information published on our website must follow our communication guidelines.

Contact to Council

Contact to the Council is usually to our Clerk by email. Contact in relation to hiring our facilities should be to the booking clerk. Contact details are on our website and in our notice boards including details for all Councillors.

Please see the [“Farnsfield Parish Council Correspondence Policy”](#) for further information.

All communications on behalf of the Council will usually come from the Clerk and if not should be copied to the Clerk.