



# CORRESPONDENCE POLICY

-Adopted by Brixton Parish Council – 24th March 2021

Reviewed by Brixton Parish Council 30th March 2022  
29th March 2023  
27th March 2024

This policy will be reviewed on an annual basis

Next Review – April 2025

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## **Brixton Parish Council Correspondence Policy**

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## **Introduction**

Any correspondence (letter / email) received by the Clerk or Councillor shall be dealt with in the following way:

- An acknowledgement will be sent within 24 hours of receiving the correspondence.
- A resolution will be provided within 21 days (if this is impractical due to meeting dates then the correspondent will be informed).

## **As per BPC General Data Protection Policy any correspondence received will be subject to the following:**

If parishioners email the Council, including contacts through the website, a record might be kept of their contact including the email address and the content of the message. For security reasons confidential information about an individual will not be used in any email the Council sends unless consent has actively been given for this.

It is suggested that the amount of confidential information sent in emails is kept to a minimum and use secure online forms and services when available.

Personal data may be processed if the processing is necessary for the performance of tasks carried out by a public authority or private organisation acting in the public interest.

## **Correspondence / Emails received from parishioners regarding a parish council matter**

BPC will use personal data in a way that individuals would reasonably expect. If an email has been addressed to the council / individual councillor and the other councillors need to see that email to be able to deal with it, then it would be forwarded to all BPC. These emails will not be forwarded to any other person without the consent of the original sender and in agreement with the Clerk

## **Correspondence / Emails received from parishioners and require involvement of outside agencies**

BPC will use personal data in a way that individuals would reasonably expect. If an email that is addressed to the council / individual councillor requires the input of any third party (ie outside of BPC) then permission will be sought prior to the details being divulged to a third party.

## **Correspondence received anonymously**

Receipt of an anonymous letter will be acknowledged at the next BPC meeting, and this process will be recorded in the minutes. The contents of such letters will not be made public, unless BPC considers that there is an overwhelming public interest reason to do so, and votes accordingly. Such letters will be passed on to appropriate department at SHDC and/or DCC (including Legal Departments) for advice/action/investigation. Individual Parish Councillors who receive anonymous letters will forward them directly to the Clerk, and not share content with any member of the public.