



AGENDA FOR THE MEETING OF COUNCIL MATTERS COMMITTEE

MONDAY 12TH JANUARY 2026 AT 7.00PM IN THE GUILDHALL

There are stairs to the Council Chamber but if any member of the public has mobility issues the Council can relocate to the lower Guildhall.

You are hereby SUMMONED to attend the **Council Matters Committee** on **Monday 8th December 2025 at 7.00pm** in the Guildhall for the purpose of transacting the following business:

Committee Members: Councillors L Auletta, C Beavis, T Bennett, J Chinnock, J Hannam, D Peters, E Price and M Trant.

1. WELCOME AND APOLOGIES FOR ABSENCE

The Chair will read out the following statement:

Welcome to everyone attending and observing the meeting.

A reminder that open proceedings of this meeting will be video recorded. If members of the public make presentations, they will be deemed to have consented to being recorded. By entering the Council Chamber attendees are also consenting to being recorded.

This meeting is limited to 90 minutes and therefore members are asked to raise their points succinctly and not repeat the same view expressed by colleagues if it does not add to the debate.

To receive apologies and to confirm that any absence has the approval of the Council.

The Committee will adjourn for the following items:

PUBLIC QUESTION TIME

A period of 15 minutes will be allowed for members of the public to ask questions or make comment regarding the work of the Committee or other items that affect Totnes.

The Committee will convene to consider the following items:

2. CONFIRMATION OF MINUTES

To approve the minutes of 8th December 2025 and update on any matters arising. Document attached [page 3].

3. BUDGET MONITOR

To consider the Budget Monitor. Documents attached.

4. MAYOR'S ENGAGEMENTS AND BUDGET

To consider the Mayor's engagements since October 2025 and the current budget. Document attached [page 5].

5. MARKETING AND COMMUNICATIONS AUDIT

To consider the executive summary and recommendations from the Marketing and Communications Audit. Document attached [page 7].

6. SAFEGUARDING POLICY

To review the Safeguarding Policy. Document attached [page 12].

7. ARTIFICIAL INTELLIGENCE USE POLICY

To consider an Artificial Intelligence Use Policy for the Council to adopt. Document to follow.

8. MEMBERS IT AND DATA PROTECTION POLICY

To consider a Members IT and Data Protection Policy. Document attached [page 16].

9. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 9th February 2026 at 6.30pm in the Guildhall. No document.

*The Committee will be asked to **RESOLVE** to exclude the press and public “by reason of the confidential nature of the business” to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960. (CONFIDENTIAL by virtue of relating to legal and/or commercial matters, staffing and/or the financial or business affairs of a person or persons other than the Council)*

10. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations for December (financial). Documents attached.

11. ELIZABETHAN HOUSE SURVEY (TOTNES MUSEUM)

To consider a survey of the Elizabethan House (commercial). Document attached.

12. INVOICE FOR TOWN COUNCIL LANTERN

To consider an invoice received for work on Totnes Town Council’s lantern, Pegasus, prior to the Lantern Procession in December 2026 (financial). Document attached.

13. STAFF ATTENDANCE

To note sickness and overtime balances (staffing). Verbal update.

14. STAFFING UPDATE

For any general or urgent updates that required confidential sharing with Councillors (staffing). Verbal update.

Catherine Marlton
Town Clerk
7th January 2026

USE OF SOUND RECORDINGS AT COUNCIL & COMMITTEE MEETINGS

The open proceedings of this Meeting will be audio and video recorded. If members of the public make a representation, they will be deemed to have consented to being recorded. By entering the Council Chamber or Zoom meeting, attendees are also consenting to being recorded.

Televised, vision and sound recordings or live broadcastings by members of the press or public at Council or Committee debates are permitted and anyone wishing to do so is asked to inform the Chairman of the respective Committee of their intention to record proceedings.

ITEM 3 – CONFIRMATION OF MINUTES



DRAFT MINUTES FOR THE MEETING OF COUNCIL MATTERS MONDAY 8TH DECEMBER 2025 AT 6.30PM IN THE GUILDHALL

Present: Councillors D Peters (Chair), L Auletta, C Beavis, T Bennett, J Hannam, E Price and M Trant.

Apologies: Cllr J Chinnock.

In Attendance: Cllr Hodgson, C Marlton (Town Clerk).

1. APOLOGIES FOR ABSENCE

The Chair read a statement about how the meeting would be conducted and recorded. The apologies were accepted.

The Committee adjourned for the following item:

PUBLIC QUESTION TIME

Cllr Hodgson requested that the Town Council allocates funding for a replacement bollard outside Happy Apple/Fire Fly on the High Street due to parking and obstruction issues - informal support was given for up to £700 funding from the Environment and Public Realm Budget. Cllr Hodgson also raised the matter of £12,000 funding needed for TRAYE (Totnes Rural Area Youth Enterprise) in 2026/27. It was explained to members that £50,000 community grant funding is in the proposed draft budget but that the decision on the allocation of this will be taken after the conclusion of the Community Audit.

The Committee reconvened.

2. CONFIRMATION OF MINUTES

To approve the minutes of 10th November 2025 and update on any matters arising.

The minutes were **AGREED** unanimously as an accurate record of the proceedings.

3. BUDGET MONITOR

To consider the Budget Monitor.

The budget monitor was **AGREED** unanimously.

4. STRATEGY DELIVERY WORKING GROUPS

To consider any budgetary recommendations from:

a. Economy Working Group, 3rd December 2025.

No recommendations.

b. Environment and Public Realm Working Group, 19th November 2025.

The Working Group recommendations for the 2026/27 budget allocations and moves of underspend to EMR were unanimously **AGREED** but it was noted that the Committee will consider this further and make a recommendation to Full Council in January 2026.

5. DRAFT BUDGET 2026/27

To consider an initial draft budget for financial year 2026/27.

To **RECOMMEND** to Full Council that:

- The draft 2026/27 budget is adopted (subject to a minor amendment); and
- A precept increase of a minimum of 7.5 percent and maximum of 10 percent is adopted.

6. PAYMENTS TO COUNCILLORS POLICY

To review the Payments to Councillors Policy.

To **RECOMMEND** to Full Council that the revised Payments to Councillors Policy is adopted.

7. DATE OF NEXT MEETING

To note the date of the next meeting of the Council Matters Committee – Monday 12th January 2026 at 6.30pm in the Guildhall.

Noted.

*The Committee **RESOLVED** to exclude the press and public “by reason of the confidential nature of the business” to be discussed and in accordance with the Public Bodies (Admission to Meetings) Act 1960. (CONFIDENTIAL by virtue of relating to legal and/or commercial matters, staffing and/or the financial or business affairs of a person or persons other than the Council)*

8. BANK STATEMENTS AND RECONCILIATIONS (Standing Item)

To consider the bank statements and reconciliations for November (financial).

These were reviewed and **AGREED** unanimously.

9. STAFFING UPDATE

For any general or urgent updates that required confidential sharing with Councillors (staffing).

Noted.

The meeting closed at 7.35pm

Catherine Marlton
Town Clerk
December 2025

ITEM 4 – MAYOR’S ENGAGEMENTS AND BUDGET

Engagements

October

- 12 Mayor of Newton Abbot Civic Service
- 24 Art Exhibition at the Mansion

November

- 1 A vigil for the children of Gaza
- 9 Remembrance Sunday Service
- 9 Mayor Hosting Vire Visitors at the Guildhall
- 11 Poppies to Paddington Wreath Laying
- 13 Guildhall Volunteers Lunch
- 20 Mock Interviews at KEVICC
- 22 Opening of Book Festival Civic Hall
- 24 Art Exhibition at KEVICC
- 25 Christmas Lights Switch On
- 26 Totnes Hospital League of Friends AGM
- 29 Fair Trade Event St John's Church Christmas Fair
- 30 Torbay Symphony Orchestra - Right of Spring

December

- 6 Official opening of Centre
- 14 Rowcroft Carol Service at Buckfast Abbey
- 16 Lantern Procession
- 20 A Christmas Carol at the Barrel House
- 21 Totnes United Free Church Carol Service at the Civic Hall
- 23 Present giving at Totnes Hospital

Civic Events Budget 25/26

As at 31/12/25

1/4/25 -20/5/25Emily Price

Allocation 479.45

Expenditure

Y/E adjustment -10.00

Poppy wreath 20.00

Medal ribbons 4.96

Balance remaining to c/f 464.49

21/5/25 -31/3/26Tim Bennett

Allocation 3020.55

B/f 464.49

Civic Event income

Expenditure

Elizabethan Society reception 8.18

Food for Mayoral Choosing 100.44

Buffet for Mayoral choosing 281.60

Medal engraving 42.00

Mayoral board signwriting 95.00

Installation of Judy's memorial bench 28.59

Poppy wreaths x 2 55.00

Refreshments for parish cluster meeting 49.67

Sherry for Remembrance reception 29.16

GH Volunteers thank you tea 60.48

Xmas cards 20.00

Balance remaining 2714.92

Event costs 382.04

Mayoral Choosing

Mayoral travel Budget 25/26

Allocation 210.00

Expenditure

TB rail fare 32.00

32.00

Balance remaining 178.00

ITEM 5 – MARKETING AND COMMUNICATIONS AUDIT

Strategic Review of Marketing, Communications, Business Support and Tourism Services – Totnes Town Council

Executive Summary

Introduction and context

Totnes Town Council commissioned a consultant to review its marketing, communications, business support, and tourism functions.

The review was designed to evaluate effectiveness, coherence, and sustainability, while aligning with civic leadership, community trust, and economic resilience.

The report finds that visitor spend contributes an estimated £33 million (excluding accommodation) to the local Totnes economy annually, sustaining independent shops, markets and cultural venues.

The Visit Totnes brand is an important asset in this ecosystem, ensuring the town remains visible, competitive, and attractive in a crowded tourism marketplace.

The brand is managed by a small part-time communications team, who are primarily employed to undertake civic communications and community engagement.

The council does not have any statutory duties towards Visit Totnes. But it does for civic communications and community engagement and it is this emphasis on Visit Totnes that means the council is neither engaging nor informing its community as well as some other similar councils.

If the recommendations in this report are implemented in full the council should expect:

- ✓ Rebalanced focus towards town council (civic) communications while continuing valuable town council support for Visit Totnes
- ✓ More consistent and planned town council civic communications including greater media and social media presence with better post-meeting information about decisions made and impact in communities.
- ✓ Clear, evidence-based communication strategy embedded.
- ✓ Communications manager role established and delivering.
- ✓ Visit Totnes brand preserved in-house, with time-consuming non-statutory duties outsourced
- ✓ Modernised digital platforms with measurable conversion tracking.
- ✓ Stronger visibility, persuasion, and accountability across council communications
- ✓ Demonstrable value to advertisers and residents, reinforcing Totnes' authenticity and reputation.

Key Findings

Communications Function

- **Strengths:** Strong public information delivery, positive organisational culture, and high confidence in the day-to-day running of the council.

- **Weaknesses:** No strategy. Councillor perceptions/understanding of capability; limited persuasion and negotiation capacity; absence of a defined communications manager role; limited community engagement.

Tourism and Visit Totnes

- **Key economic driver.** Tourism contributes an estimated £33 million annually to Totnes, sustaining hundreds of jobs and underpinning the resilience of independent businesses.
- **Trusted brand.** Visit Totnes is a strong, distinctive brand rooted in local identity, but increasingly dependent on council subsidy.
- **Digital takeover.** Visitor information point footfall has declined while digital engagement has surged (330,000 website hits annually).
- **Non-statutory Visit Totnes brand prioritised over statutory civic communications and community engagement.** Much of the Visit Totnes work is resource-intensive and it could be more effectively managed by a trusted third-party supplier, ensuring increased breadth, reduced council workload and potentially a bigger income stream. It would also free up capacity for civic communications.

Organisational culture, models and civic responsibilities

- Current communications model is predominantly public information, consistent with public sector norms, but lacks capacity for two-way symmetrical communication (negotiation, persuasion).
- Positive internal culture provides fertile ground for communications excellence.
- Greater focus on town council civic communications needed (in line with civic responsibilities) with no loss of focus on Visit Totnes

Analysis

Totnes Town Council has a strong foundation of cultural goodwill and delivery skills, but faces capacity and consistency challenges.

The research found that Totnes Town Council’s communications align with the public information model (the model favoured by Local Authorities). But lack systematic capacity for two-way symmetrical communication (negotiation, persuasion) and this is hampering its ability to communicate effectively.

Communications staff are skilled in delivery but under-resourced for strategic leadership – and reliance on the town clerk for communications leadership is unsustainable given other responsibilities.

The council lacks a communication strategy – both for its civic duties and for Visit Totnes and this is likely undermining public support for the council’s work in and for the community.

This is compounded by councillors’ concerns that not enough communication effort is given to communications and engagement on civic matters; local democracy and “bread and butter” issues that are the mainstay of the council’s business. This is in stark contrast to the effort that is seen to be put into Visit Totnes.

The qualitative evidence shows a confident, capable communications function that is constrained by capacity and a lack of a single civic narrative and agreed priorities. Councillors consistently report that civic communications are crowded out by Visit Totnes activity; councillors say residents report poor narrative around council priorities, precept value and “you said / we did” accountability.

It is the researcher’s view that they are right in this and that day-to-day communications activity leans more towards marketing the town.

The council *is* meeting its statutory duties to engage its communities and keep them informed – but it is at the expense of community engagement and involvement.

Some, more advanced community engagement activities used to take place under previous communications managers but this has tailed off in recent times. Clear improvements need to be made.

Part of the issue is leadership.

Marketing *can* (and arguably should be) be a function of a town council but it should only be so if councillors set this direction. Councillors don’t appear to have explicitly set this direction for the team or if they have, they no longer support this view. At the very least there is a lack of consensus.

Much more effort needs to go into civic communications to systematise and embed good communication practices. These should be informed by the council’s strategy and underpinned by the values and priorities of councillors.

Media relationships have weakened in recent months by inconsistent engagement; both of the town’s main media outlets want to improve this, presenting an open opportunity for increased civic engagement.

The council’s digital channels (Visit Totnes website, social media) need modernising. The relatively low level of listings on the Visit Totnes website (when compared to Totnes Pulse for example) could be improved through links with other listings sites - bringing opportunities to increase website traffic and bring in additional income.

Visit Totnes is a recognisable and well-used asset.

Tourism is robust, with overnight stays driving majority of spend; individuality of shops and heritage assets remain core draws.

Estimated income from visitors and tourism is in the region of £33 million annually (excluding accommodation) and Totnes Town Council should be congratulated for its support of local business in encouraging this through investment in the Visit Totnes brand.

Costs to the council to maintain and promote the brand have risen in recent years but the still relatively modest investment should be seen in the context of the potential benefit to the local economy it brings. Evidence suggests that Visit Totnes is contributing to people’s experience – and encouraging people from both inside and outside the town to spend.

Any increase in the responsibilities for Totnes Town Council as a result of the local government reorganisation will mean additional communications activities – and given this it may be unwise to reduce communications capacity when more may well be needed in future.

The core question from this study is how to deliver an upgraded communications and tourism service without unduly increasing costs.

The answer to this question is to outsource some of the time-consuming non-statutory Visit Totnes work and bring the increase the role of the economic support officer in business-related communications. This will create a ring-fenced and enhanced Visit Totnes role while at the same time, freeing up the capacity of the communications officer to concentrate entirely on civic communications.

Work should also begin on a communications strategy aligning communications team objectives with those of the council.

The recommendations below reflect this insight.

4. Recommendations

Civic communications and Visit Totnes marketing

Clearly any decisions will be subject to councillor debate and public scrutiny. Such a decision should be based on the merits and demerits of each option, taking account of the strategic considerations outlined in the report.

However, it is the researcher's recommendation, taking account of the various options, the arguments for and against – and the findings of this report, that the following represents the best option*:

Main recommendation 1: Maintain Visit Totnes management inhouse but outsource time intensive tasks to free up capacity to increase focus and resource on civic communications (see suggested activities in main report). This would include outsourcing the design, production and circulation of the Totnes Guide, outsourcing some content design and replacing the What's On listings with signposting to other sites to remove local duplication/competition.

Main recommendation 2: Move Visit Totnes management to the economic support officer to create additional capacity for civic communications. Consider small investment to increase economic support officer availability and support for Visit Totnes and broader business engagement.

In addition, the council should ensure clear contract management and maintain strategic oversight to preserve local authenticity and responsiveness.

Further recommendations

Recommendations from the councillor and officer section

- 1 Develop a council communication strategy** – this should be based on quantitative and qualitative evidence from the stakeholders the council engages with a particular focus

on meeting the communication needs of communities who are currently under-represented.

- 2 (Re-) establish a communications manager role** – ensuring appropriate knowledge, skills and experience in public sector/publication administration duties as well as experience in managing communication-related contracts/marketing.
- 3 Build two-way/persuasion capability** — this can be done inhouse using the expertise of an experienced communications manager or specialist. If this is not possible then further training of existing should be considered.
- 4 Embed excellence** - Shift from reactive information provision to proactive negotiation and persuasion, ensuring the council can shape debate and defend reputation.
- 5 Make the communications/marketing team more visible internally** — regular showcases to council, a short skills matrix for councillors, and simple role briefs so capabilities and accountabilities are understood.
- 6 Redesign channels and measurement** — In line with a new strategy, refresh the town council website, develop a channel mix for hard-to-reach groups, and implement outcome metrics.

Recommendations from the digital engagement section

- 7 Website(s) review and upgrade measurement** - Review the town council and Visit Totnes websites to modernise their look and feel and improve engagement with community.

Recommendations from the tourism and Visit Totnes section

- 8 Maintain Visit Totnes management inhouse, but rebalance resources** - Keep the brand under council management to preserve local authenticity and responsiveness (see main recommendation 1 and 2 above)
- 9 Demonstrate value of Visit Totnes to advertisers** - by showing conversion rates and improving business liaison.
- 10 Exploit the Visit Totnes brand** - as part of a wider communication strategy - consider Visit Totnes merchandise (window stickers, large banners) for advertisers and events (festivals, Christmas lights switch on, gigs) to maximise identity and offline recommendation networks (guides, coach drivers and local press)

Nick Pearson, Pearson & Pearson (communications) Ltd 18/12/25



Safeguarding Policy

TOTNES TOWN COUNCIL

AGREED JANUARY 2024

NEXT REVIEW JANUARY 2026

Everyone has a duty to safeguard children, young people and vulnerable adults. This Policy outlines the principles of good practice in safeguarding those using Town Council facilities or attending Town Council events.

[Officer note: this is no update to Chapter 3 of the statutory guidance to the Children Act 2024, 'Working Together to Safeguard Children'. The only changes are to section 8 with an update to contact details.]

1. Introduction

1.1 Safeguarding is everyone's responsibility and all Councillors and Council Officers who during the course of their employment have direct or indirect contact with children and vulnerable adults, or who have access to information about them, have a responsibility to safeguard and promote their welfare. There is a duty on the Town Council (and through organisations that it contracts to deliver services) to make and ensure appropriate arrangements to safeguard and promote the welfare of children and vulnerable adults are in place in the delivery of public events.

1.2 Definitions are as follows:

- a. Children and young people – anyone under the age of 18 years.
- b. Vulnerable Adult – anyone over 18 who is:
 - Unable to care for themselves
 - Unable to protect themselves from significant harm or exploitation
 - Or may be in need of community care services

1.3 Legislative background - Totnes Town Council does not have a legislative role in safeguarding and promoting the welfare of children as defined in Chapter 3 of the statutory guidance to the Children Act 2004, 'Working Together to Safeguard Children', (https://assets.publishing.service.gov.uk/media/65803fe31c0c2a000d18cf40/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf) . However, Totnes Town Council recognises it is a local organisation that works alongside children and families, particularly in the facilitation of public events, and can therefore play an important role when it comes to safeguarding children.

2. To Whom This Policy Applies

2.1 This policy applies to anyone working for or on behalf of Totnes Town Council whether in a paid, voluntary or commissioned capacity, for example contracted to do a piece of work.

2.2 It also applies to any individual or organisation using Totnes Town Council facilities for the purpose of delivering any service to children, young people or vulnerable adults.

2.3 The Town Clerk is the designated person with overall responsibility for safeguarding within the Council. Any concerns or disclosures should be raised with the Clerk, or in their absence a member of the management team.

3. Promoting A Safe Environment

3.1 In order to promote a safe environment for children, young people and vulnerable adults, Totnes Town Council will:

- a. Provide safe facilities and do regular safety assessments.
- b. Ensure that employees, councillors and leaders of activities in/on Town Council facilities, are aware of the safeguarding expectations.

- c. Ensure that the policy for users of Town Council facilities includes a requirement that they are safe to work with children, young people and vulnerable adults (e.g. any adults who have regular unsupervised contact with children, young people or vulnerable adults during the course of their duties should undergo appropriate Disclosure and Barring Service checks).
- d. Ensure that attendees at functions are aware that parents are responsible for their children's safety and the location of a dedicated safe place for lost children is clear.

4. Safe Working Practice

4.1 All users of Town Council facilities or deliverer of Town Council events must follow the Town Council Safeguarding Children, Young People and Vulnerable Adult's Policy and procedures at all times. For example, they should:

- a. Plan activities to involve more than one person being present or at least in sight or hearing of others. Alternatively, record, or inform others of their whereabouts and intended action.
- b. Where possible, have male and female leaders working with a mixed group.
- c. Ensure that photos or videos of individuals are not taken without written permission from parents/carers.
- d. Ensure they have access to a first aid kit and telephone. Ensure that where a child, young person or vulnerable adult needs assistance with toilet trips and when first aid is required, that this is carried out in pairs or in the latter case, that it is carried out where they can be seen.
- e. When working outside, ensure activities, breaks and clothing are suitable for the weather conditions and that shelter is available where possible.

5. Expectations Of Behaviour

5.1 All users of Town Council facilities or delivery of Town Council events should:

- a. Ensure that communications, behaviour and interaction with users should be appropriate and professional.
- b. Treat each other with respect and show consideration for other groups using the facilities.
- c. Refrain from any behaviour that involves racism, sexism and bullying and in addition to report any instances of such behaviour to group leaders, Town Councillors, the Town Clerk or parents and carers, as appropriate.

6. Allegations Against Staff and Volunteers

6.1 All staff and volunteers should take care not to place themselves in a vulnerable position with a child or vulnerable adult. If an allegation is made against a member of staff or volunteer, the person receiving the allegation will immediately inform the Town Clerk of Totnes Town Council.

6.2 Totnes Town Council should consult with the Local Authority Designated Officer (LADO) authorities before attempting to investigate or take action.

7. Confidentiality and Information Sharing

7.1 Confidentiality needs to be discussed and fully understood by all those persons who come into contact with children, young people and vulnerable adults, particularly in the context of child protection. No adult must ever guarantee confidentiality to any individual including parents, children and colleagues. If a Council officer becomes concerned that a child/young person may be at risk of significant harm, then the Council has a duty to refer their concerns to the relevant agencies / Devon Safeguarding Children Partnership (contact details below). Officers should always make children aware that if they disclose information that may be harmful to themselves or others, then certain actions will need to be taken. Wherever possible, consent should be obtained before sharing personal information with third parties.

8. Useful Contacts

Torbay and Devon Safeguarding Adults Partnership -

www.devonsafeguardingadultspartnership.org.uk/

Devon Safeguarding Children Partnership - www.devonscp.org.uk/ or telephone 0345 155 1071. Contact can be made via the website.



DRAFT Members IT and Data Protection Policy

TOTNES TOWN COUNCIL

FOR CONSIDERATION JANUARY 2026

NEXT REVIEW JULY 2027

This policy sets out the responsibilities of all elected and co-opted Councillors of Totnes Town Council in relation to their use of IT systems, handling of personal data, and compliance with data protection legislation.

It sits under and supports the Council's Information & Data Protection Policy (2024) and ensures Councillors meet the requirements of UK GDPR, the Data Protection Act 2018, and the Council's Internal Audit Assertion 10 obligations.

Scope

This policy applies to all Councillors when carrying out their duties, including:

- Use of **Council-provided email addresses and IT systems**
- Handling of **personal data of residents, staff, contractors, or partners**
- Storage, sharing, and deletion of **Council-related information** on personal or Council devices

Key Principles

Use of Council Email & Domain

- Councillors must use their Council-owned email address for all Council business.
- Personal email accounts (e.g. Gmail, Hotmail) must not be used for Council work.
- Councillors must not set up auto-forwarding of Council emails to personal accounts.

Use of Devices

- Where possible, Council-owned devices should be used for Council business.
- If personal devices (laptops, tablets, smartphones) are used, they must:
 - Be password-protected or secured with biometrics
 - Have up-to-date antivirus protection
 - Be locked when unattended
- Councillors must always log out of Council accounts when not in use.

Handling of Personal Data

- Councillors must treat all personal data received in their role as confidential.
- Personal data must not be downloaded or stored permanently on personal devices.
- If temporary access is required (e.g. opening an email attachment), it must be deleted as soon as no longer required.
- Hard copies of personal data must be stored securely and destroyed via shredding or the Council's confidential waste system.

Data Sharing

- Personal data must only be shared where it is lawful and necessary for Council business.
- Data must not be shared informally (e.g. WhatsApp, Messenger, personal social media).

- Any request for information should be referred to the Governance and Projects Manager for advice.

Data Retention & Deletion

- Councillors must ensure personal data is not kept longer than necessary.
- Emails and documents containing personal data must be deleted when no longer required for Council business.
- On leaving office, Councillors must ensure all Council-related data is handed back to the Clerk and removed from personal devices.

Security & Breach Reporting

- Any loss, theft, or suspected breach of Council-related data (digital or paper) must be reported to the Governance and Projects Manager or the Town Clerk immediately.
- Councillors must co-operate fully with the Clerk in investigating and addressing breaches.

Confidential Papers Issued for Meetings

- All confidential (or 'pink') papers issued for meetings are to be collected from the Council Offices by the named Councillor only and Councillors should ensure that they cannot be viewed by members of their wider household.
- At the end of the meeting, these papers should be handed to the Clerk of the meeting for secure disposal. If a member doesn't have the papers with them, they should be returned to the Council Offices for booking in and secure disposal.
- Each paper copy is numbered and recorded to ensure that all copies can be accounted for.

Training & Compliance

- Councillors must undertake basic GDPR and data protection training at least once per term of office.
- All Councillors must confirm in writing that they have read, understood, and will comply with this Policy.
- The Information Commissioner's Office has a number of useful modules providing guidance on topics such as: data protection principles; security (data protection and cyber); online security and data protection; what is personal information; data sharing. See <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/>

Enforcement

Failure to comply with this Policy may result in:

- Referral to the **Monitoring Officer** for a potential breach of the Members' Code of Conduct
 - Referral to the **Information Commissioner's Office (ICO)** if a serious data protection breach occurs
-

Signed: _____ (Councillor)

Date: _____