

6 Telephone calls:

- 6.1 Verify the identification of members before disclosing information. If in doubt, return their call using a known telephone number
- 6.2 For external callers, verify their identity and their need to know the requested information. Telephone them back before releasing information and ask the caller to provide evidence of their identity a passport, driving licence or household bill.
- 6.3 Ensure that you are authorised to disclose the information requested.
- 6.4 Ensure that the person is entitled to be given this information.
- 6.5 Ensure that the information you give is accurate and factual.

8 Disclosure of information by email:

- 8.1 Personal or sensitive information is at risk if sent outside of the Council's network.
- 8.2 If an e-mail is sent to an address that is not a Council domain address the email will be delivered through the public network and the message may be left at several locations on its journey and could be deliberately intercepted.
- 8.3 Email should not be used for sending personal or sensitive information unless technical measures are in place to keep the message secure.
- 8.5 The sender should be satisfied of the identity of the recipient, if in doubt the email should not be sent and alternative methods should be used.
- 8.6 No identifiable personal information should be included when sending on emails.
- 8.7 The recipient of Whatlington Parish Council emails are prohibited from being forwarded, copied or blind copied to any third party within or outside of the Council.
- 8.8 Any Councillor email contact with a member of the public shall be directed to the clerk email clerk@whatlingtonparishcouncil.com .

9 Sharing of Personal Information

- 9.1 Information relating to individuals shall not be shared with other authorities without the agreement of the Data Control Officer.
- 9.2 The Clerk should be aware of their responsibilities to be able to justify the sharing of information and to be able to maintain security when transferring information in person, by email, phone or post.

Handwritten signature and date: RB 17th / 2015