I am writing on behalf of David Davies to respond to your information request:

1. When a FOI request is received, what steps are in place to ensure that emails sent through Councillor’s private email addresses are made available for scrutiny? e.g. I recently emailed Cllr Dudley via his RBWM account but received a reply from his personal BT Internet account. - We recognise the Information Commissioner’s Office (ICO) guidance in this regard. Details can be found here: https://ico.org.uk/media/for-organisations/documents/1147/official_information_held_in_private_email_accounts.pdf

2. What email facilities are made available to Councillors and what guidance is given to them on use of personal email for Council matters. All Councillors are provided with an RBWM email account. Currently verbal guidance is given. Written guidance is in draft for release in the next two months. New councillors elected in May 2015 were asked to sign up to the following security declaration:

   This declaration acknowledges that Council business will be conducted in a way that meets Data Protection Act 1998 obligations. It also defines the most important information security requirements when accessing Council IT systems, electronic data, or paper-based information.

   1. **Council Security Policies**
   I will comply with the Council’s Data Protection Act Policy and Information Security Policy.
   I will ensure that Council information under my control is kept up-to-date and only disclosed to those who are authorised to receive it; and is only used for approved purposes. When necessary this will be done by obtaining consent from the Data Controller who has provided the information.

   9. **Monitoring Use of Systems, Email and the Internet**
   I understand that the Council may exercise its right to monitor my use of Council email and data when it believes unauthorised, or illegal acts, may be taking place.

3. How many times have the private email addresses of Councillors been accessed to satisfy a FOI request. We do not hold this information
4. Which Councillors refused to grant full access to their personal email account. We do not hold this information

If you are unhappy with the information we have provided in response to your request please write to:

   Information Management Team Manager
   Royal Borough of Windsor & Maidenhead
   Town Hall, St Ives Road
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies  
Information Management Officer  
Legal Department  
Corporate Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St.Ives Road  
Maidenhead SL6 1RF

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Information Management Feedback Form  
FOI67913

1) How would you rate our performance in relation to processing your request:  
Excellent    Good    Fair    Poor

If you have answered Fair or Poor please suggest how we can improve:


2) Did you receive the response to your request within the advised timescale? Yes/No
3) Did the response meet your needs? Yes/No
If No, why was that?

4) Prior to submitting your request did you search RBWM’s website? Yes/No
If Yes, why did you then need to submit a request (Highlight all that apply)?

- Information required not found
- Information found out of date
- Information not in required format
- Information insufficient to meet need
- Other please specify:

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated