

Fillingham Village Hall & Community IT & Data Procedures

INTRODUCTION

Fillingham Village Hall & Community recognises the importance of effective and secure information technology (IT) and email usage in supporting its business, operations, and communications.

This policy outlines the guidelines and responsibilities for the appropriate use of IT resources and email by Fillingham Village & Community Hall volunteers.

SCOPE

The policy shall apply to Fillingham Village Hall & Community IT data & systems

USE OF I.T.

Fillingham Village Hall & Community resources and email accounts are to be used for official activities and tasks. All users must adhere to ethical standards, respect copyright and intellectual property rights, and avoid accessing inappropriate or offensive content.

It is our policy to only maintain records in electronic format, unless hardcopies are a statutory requirement.

IT DEVICES

No devices are provided. All data & software used for Fillingham Village Hall & Community booking shall be held online using the systems defined in this policy.

DATA PROTECTION & SECURITY

Fillingham Village Hall & Community data should be stored on the Onedrive-fillinghamvh@outlook.com. This ensures secure and controlled access plus automatic backup.

Minutes taking AI software shall be restricted to GDPR compliant systems only, using local drive for storage.

Fillingham Village Hall & Community users are responsible for maintaining the security of their accounts and passwords. Passwords should be strong and not shared with others. Dual authentication should be turned on where available.

Additional personal data will be limited to email & phone numbers and will be retained within the Lemon-Booking system for the Village Hall & Community.

It is a regulatory requirement to maintain 6 years of hardcopy signed minutes. The Chairperson is responsible for maintaining the hardcopy records.

IT SYSTEMS

Appropriate access will be controlled by the RFO, to the following systems:

Fillingham-village-hall.lemonbooking.com: Village Hall & Community booking system. Also used for maintenance and some secure data storage.

Onedrive-fillinghamvh@outlook.com: Parish Meeting & Village Hall & Community secure data storage.

Fillinghamvillagehall.quickfile.co.uk: Parish Meeting accounting software.

Lloyds Bank: Parish & Village Hall & Community online banking.

Meetily Community: GDPR AI minute taking which uses local drive storage only.

WhatsApp: Is used for general communication within the village via. It is also used by Group Coordinators. Administrators shall ensure their group have message set to delete in 90 days, to support GDPR compliance.

EMAIL COMMUNICATION

The following email accounts are used by Fillingham Village Hall & Community;

fillinghamvh@outlook.com: general email used for parish meeting finance and Village Hall & Community finance & misc. Accessible by the clerk & RFO only.

fillinghamevents@gmail.com: Used for general Village Hall & Community events related activities and accessible by the Events & Marketing Co Ordinators.

fillinghamvhbookings@gmail.com: Used with lemonbooking system and accessible by Bookings Co Ordinator.

Email accounts provided are for official communication only. Emails should be professional and respectful in tone.

Fillingham Village Hall & Community reserves the right to monitor email communications to ensure compliance with this policy and relevant laws. Monitoring will be conducted in accordance with the Data Protection Act and GDPR.

RECORDS

Emails should be kept for a minimum of 6 months. Regularly reviews should be conducted to delete unnecessary emails to maintain an organised inbox.

DATA BREACH POLICY

A data breach is defined as accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

All suspected security breaches or incidents should be reported immediately to the RFO for investigation and resolution. The RFO will conduct a risk assessment using the ICO online system:

<https://ico.org.uk/for-organisations/report-a-breach/>

The RFO will then take appropriate action, based upon the results of the risk assessment.

COMPETENCE & TRAINING

Fillingham Village Hall & Community will only provide access to IT systems to those who can demonstrate adequate competence around IT security. Training will be provided on IT systems as required.

FREEDOM OF INFORMATION POLICY

Requests to access to personal information held by Fillingham Village Hall & Community should be made to the RFO/Clerk. Requests must be made in writing and include verification of ID. ID verification will require a copy of photo id such as passport/driving licence and address via utility bill/bank statement. The RFO is responsible for ensuring responses follow LALC recommendations and are actioned within 1 month.

ISSUED

June 2026

REVISIONS

23/06/2026: Clarification received from LALC on archaic requirement to maintain hardcopy records. Following amendment added: "It is a regulatory requirement to maintain 6 years of hardcopy signed minutes. The Chairperson is responsible for maintaining the hardcopy records."