

Replying to and sending emails

Please note that Somerset County Council cannot guarantee that it is able to recover emails which have been sent to invalid email addresses. Furthermore, the Council cannot guarantee that notification will be given if emails are undeliverable. Please therefore ensure that when you contact the Council you use a valid email address.

By replying to, or sending an email message to Somerset County Council, you accept that you have no explicit or implicit expectation of privacy. In line with the Surveillance and Monitoring Policy, any email messages (and attachments) transmitted over the Council's network may be subject to scrutiny.

An email may contain personal and / or sensitive material and should be handled according to the principles of the Data Protection Act (1998). If it carries a protective marking of PROTECT or RESTRICTED in the header, it should be handled according to the Government's guidelines. If not protectively marked, it can be regarded as UNCLASSIFIED.

Whilst we take reasonable steps to try to identify any software viruses, any attachments to emails may contain viruses which our anti-virus software has not identified. You should therefore carry out your own anti-virus checks before opening any documents. This Council will not accept any liability for damage caused by computer viruses that come from any attachment or other document supplied with an email.

We will hold and use your personal data in line with the Data Protection Act (1988). We will not give this information to any unauthorised person or body. However, we may use this information to help improve services, deal with complaints and comments, and prevent and detect fraud or crime.

You have a legal right to request to ask to see any personal data which we hold about you. This called a Data Subject Access Request; phone Somerset Direct on 0300 123 2224 for more information.

All GCSx traffic may be subject to recording and / or monitoring in accordance with relevant legislation.