



TOWN OF GREENWICH

Information Technology Department · (203) 622-6448
Town Hall · 101 Field Point Road · Greenwich, CT 06830



Date: March 11, 2016
From: Tom Klein, Director of Information Technology
To: All members of RTM, Town Boards, and Town Commissions
CC: Peter Tesei, Wayne Fox, Ben Branyan
Re: **Use of Email to Conduct Town Business**

It is Greenwich Town policy that whenever Town business is conducted over email, it must be recorded by the Town's email system; and in order to be recorded, at least one valid Town email address must appear in the From, To, or CC field in the header of each email message. This ensures that messages are stored permanently on the Town's email system and can be disclosed by the Town as part of any legal discovery or Freedom of Information Act request.

The recommended, and most straightforward method to comply with this policy is to use a Town email account. In this way, all your emails will automatically have a Town email address in the header, and will be recorded automatically by the Town's central email system. To set up a Town email account, please call (203) 622-6448, Option 4.

At the same time, the Town recognizes that non-employees who volunteer their time may wish to use their personal email account for the sake of convenience. This can be permissible under the policy, as long as you take the following extra steps to ensure that every email you send and receive regarding Town business includes at least one valid Town email address in the message header:

- When sending a Town business related email from your personal email account, be sure to include a Town email address in the To or CC field. When it's not practical to copy a specific person on your email, you can alternatively use the email address record@greenwichct.org, which will simply file your email with the Town email system so that it is on the record.
- When receiving an email regarding Town business in your personal email account, check if it's from a Town address, or includes a Town address in the To, CC or BCC field. If no Town email addresses are included, please either respond back or forward the message with at least one Town email address in the To or CC field. This is also another instance where you could use the record@greenwichct.org email address when it's not practical to include another person.

Please see the attached flow chart that further illustrates compliant email usage. Please also understand that the policy is intended to protect your privacy by enabling the Town to capture and store your public emails on its central systems, and thus keeping them separate from personal messages in your own personal email account. Should you have any questions about this policy, please call (203) 622-6448, Option 4.

Sincerely,

Tom Klein
Director of Information Technology

When you are using email for Town Business...

