

Council Email and Data Removal

Instructions for Departing Councillors

When you step down as a councillor, your council email account will be closed and you will lose access to it. However, if you have used Outlook, Apple Mail, or any other email application on your computer, phone, or tablet, copies of council emails and attachments may still be stored on your device. Under our IT policy, these must be deleted.

This guide explains how to remove your council email account and any associated data from your personal devices. Please follow the instructions for each device you have used to access council email.

Section A: Desktop and Laptop Computers

A1. Microsoft Outlook (Windows)

1. Open Outlook and click File in the top-left corner.
2. Click Account Settings, then click Account Settings again from the dropdown.
3. In the Email tab, select your council email address.
4. Click Remove, then confirm when prompted.
5. Close and reopen Outlook to make sure the account has gone.

A2. Microsoft Outlook (Mac)

1. Open Outlook and click Outlook in the menu bar at the top of the screen.
2. Click Settings (or Preferences on older versions).
3. Click Accounts.
4. Select your council email address from the list on the left.
5. Click the minus (–) button at the bottom of the list, then confirm removal.

A3. Apple Mail (Mac)

1. Open System Settings (or System Preferences on older Macs).
2. Click Internet Accounts.
3. Select your council email account from the list.
4. Click Remove Account (or the minus button), then confirm.
5. This will remove the account and all associated mail data from Apple Mail.

Section B: Mobile Devices (Phones and Tablets)

B1. iPhone or iPad

1. Open Settings (the grey cog icon on your home screen).
2. Tap Mail, then tap Accounts.
3. Tap your council email account.

4. Tap Delete Account at the bottom of the screen, then confirm.
5. This removes the account and deletes all downloaded emails and attachments from your device.

B2. Android Phone or Tablet

The exact steps vary slightly depending on your device manufacturer, but the general process is:

If you use the Outlook app:

- Open the Outlook app and tap your profile icon in the top-left corner.
- Tap the settings cog icon at the bottom.
- Tap your council email account, then scroll down and tap Delete Account.

If you use the built-in email or Gmail app:

- Open Settings on your device.
- Go to Accounts (or Passwords & Accounts, depending on your device).
- Tap your council email account, then tap Remove Account and confirm.

Section C: Additional Steps

Check for saved attachments

If you have saved any email attachments (documents, photos, spreadsheets, etc.) to your computer or device, these will not be removed automatically when you delete the email account. Please check the following locations and delete any council-related files:

- Your Downloads folder (usually found in File Explorer on Windows or Finder on Mac).
- Your Documents folder and Desktop.
- Any other location where you may have saved council files.
- Cloud storage services (OneDrive, Google Drive, iCloud, Dropbox, etc.) – log in via a web browser and delete any council files stored there.

Confirmation

Once you have completed the steps above for all of your devices, please confirm to the Clerk that you have removed all council data from your personal devices.