

Email Guidance



Be careful sending emails containing personal or sensitive data. This list provides you with some handy Do's and Don'ts to make it simpler...

DO	DON'T
<p>✓ Think carefully! Have you got any personal / sensitive data within the email or in an attachments? If possible, encrypt any personal, sensitive or confidential information if sending outside of your company. Also, anonymise data where possible.</p>	<p>Say anything by email that you wouldn't say in a letter or to someone's face (everything sent by email becomes a 'record' and is disclosable) ❌</p>
<p>✓ Ensure you have protectively marked the email with the correct security classification – if in doubt, check.</p>	<p>Send or share any personal or sensitive data to anyone that does not need it. If in doubt, do not include them. ❌</p>
<p>✓ Triple-check that you're sending the right email to the right person! Be careful of auto-field completion when choosing recipients.</p>	<p>Make the password guessable, do not send the password in the same email and consider sending by text or voice. ❌</p>
<p>✓ Use a COmb1nat!0N of characters, if password-protecting a file. ICO recommends 10 characters minimum.</p>	<p>Use any other email option for your company information. Only use your Company Account. ❌</p>
<p>✓ Always add recipients into the BCC field, rather than CC/To field when sending emails to a large group of people.</p>	<p>Rely on email to store any personal data in your emails – use other storage facilities e.g. OneDrive. ❌</p>
<p>✓ Make sure that any mobile devices used to access emails are connected to the Company server</p>	<p>Use email for sharing lots of personal data – use a Secure File Transfer or Permission-controlled folders (e.g. SharePoint) ❌</p>
<p>✓ Inform your Line Manager/Supervisor if you think you, or someone else, might have seen data they shouldn't have.</p>	<p>Keep unnecessary emails within your inbox. Delete these periodically. ❌</p>
<p>✓ Ensure you can identify suspicious emails and know how to report them.</p>	<p>Ever store or process Payment Card Information in email! ❌</p>