Norfolk County Council

Email and Electronic Diary Procedure

If you are reading a printed version of this document you should check the Information Management pages on iNet to ensure that you have the most up-to-date version

Who does this apply to?

This procedure applies to all users of Norfolk County Council email and electronic diaries

Email

	What must I do?	Why?	How?
1	**MUST**: You must only use your **@norfolk.gov.uk** or **secure** email accounts for County Council business	All County Council information must be kept securely within County Council systems Use of other email addresses means that County Council is unable to manage the security, accessibility or retention of information in those emails	Ensure that you only send emails from your **@norfolk.gov.uk** account or your **secure** account You must not send emails with anything other than your own personal information to your personal email address
2	**MUST:** Before you press send you must carry out the checks in the "How?" column of this item The checks are all covered in more detail further down the procedure	To ensure that you don't make a simple mistake that could result in a breach of the General Data Protection Regulation	Before you send an email containing confidential or personal information check that: • The email address is correct • All recipients are entitled to see all of the information in the email • The attachments are correct • The email is being sent Microsoft Mail Encryption (click here to read more about encryption on Assyst)

	What must I do?	**Why?**	**How?**
			Be especially careful when sending emails in a hurry **last thing on a Friday or as you are about to go on leave**
3	**MUST**: You must always check that the **all of the recipients** of e-mail messages are correct before you press the send button You must take particular care when you are in a hurry or normal working routines are disrupted	So that confidential or personal information is not accidently provided to unauthorised people Evidence from breach investigations shows that people are more likely to send information to the wrong email address when they are in a hurry or normal working routines are disrupted	Take particular care where outlook auto-completes and suggests recipient addresses when you begin typing an address If you wish, you can disable the auto-complete function. In Outlook, click File, Options, Mail, scroll down to the section called ‘Send messages’ and untick the box to use auto-complete You can also clear your auto-complete list here by clicking the button on the right When sending to an address outside the County Council it is better to cut and paste an email address, where possible, than to type it in. You are more likely to make a mistake if you type it in If you are taking down the email address over the phone make sure you ask the caller to spell it out and double check it Avoid **“reply to all”** unless you are sure that all of the recipients should have the information

	What must I do?	Why?	How?
4	**MUST NOT:** You must not make personal email addresses for people **external** to NCC visible to other recipients	Email addresses are classed as personal data, specifically personal email addresses	Use the BCC field if you need to send an email to multiple external personal email addresses Do not forward emails without checking that personal email addresses are removed or redacted
5	**MUST NOT**: You must not email any information to your own **personal printer** or an **internet printing** service unless fully approved by ICT/IM	Information sent outside the County Council by email travels via the internet and could be intercepted There is a risk of information being accessed by other users and by anyone repairing or disposing of your home printer	Only use County Council printers or the County Council approved printing service – Interprint
6	**MUST**: You must always send personal or confidential information by **secure encrypted email** if you are sending it to a **non-County Council email address** UNLESS the subject of the personal information has given their consent for you to send information unencrypted	Information sent to non-County Council email addresses travels via the internet and could be intercepted	Always check with your line manager if you are uncertain about whether it is appropriate to send information Emails that you send from your @norfolk.gov.uk email address to an address with one of the suffixes below will automatically have forced encryption without you taking specific action: • .gov.uk • .nhs.uk • .nhs.net • .pnn.police.uk All other emails will be sent securely if the recipient's domain supports encryption. If you do get a message saying your email was undeliverable you must contact the Service Desk

	What must I do?	Why?	How?
7	**MUST:** You must always check that attachments containing personal information are correct	It is easy to attach the wrong document to an email and this could result in personal information being disclosed in error	Open the attachment before pressing send to check that it is the correct attachment
8	**MUST NOT**: You must not put **names** or other **confidential personal information** in the subject line of emails	The titles of email can be viewed by staff in ICT who may not be entitled to access this information People could look over your shoulder and see the confidential personal information	If you receive an email containing sensitive personal information in the subject line, you must remove it before forwarding/replying Put the name in the body of the email If you need to use a unique identifier in the subject line, use one that is only accessible to those that are entitled to know. Eg. LiquidLogic number
9	**MUST**: You must set up an **out-of-office message** on your email account if you know you are going to be **absent** from work for a day or more	To meet County Council Customer Care Standards for response to emails and letters To ensure that your customers have an alternative contact and are aware that their email is not being dealt with To meet deadlines for response	Your out-of-office message must include the following: • Alternative contact details • When you expect to return (if known) • The following statement: “My emails will not be read in my absence” Do not include personal details or comments in your out-of-office message – you don’t know who might be receiving it If you have been set up as a delegate on someone else’s email account you will not be able to set up or change an out-of-office message for their account. If you need to do this on behalf of someone else you will need to contact ICT to request this

	What must I do?	**Why?**	**How?**
10	**MUST**: You must conduct yourself **professionally** on all email correspondence	You are representing Norfolk County Council and must comply with the Code of conduct at all times Emails, like all other correspondence, are subject to requests under the Freedom of Information Act 2000 and General Data Protection Regulation and could be damaging to our reputation or relationships with customers and partners	Do not: • Make personal remarks or jokes of any kind about anyone • Use angry, intemperate or rude language
11	**MUST**: You must use a plain background, Arial 12pt font and a signature which includes your name, role and contact details on all emails, including replies	This ensures that all emails present a professional image and comply with the standards for accessibility If you include your contact details on all emails, including replies, the people you are corresponding with don't have to waste time looking up your details	See the guides on the Communications toolkit on the intranet for more information about style and accessibility See the Guide to using Outlook on iNet for more information about setting default fonts and automatic signatures
12	**MUST**: You must always use County Council group email accounts appropriately and in accordance with authorisations	Emails sent from a group or team mailbox represent that particular team or service and must have appropriate content	If you have a group mailbox, you may be able to send emails from it but you must ensure that you know how to do this and are authorised to do so Managers must ensure that group email accounts are used for the intended purpose
13	**MUST**: If you are the owner of a **distribution list** or **group mailbox** you must ensure you annually review the recipients/members to ensure the right people have access, and ensure that if you leave County Council or change role, another owner is in place	To make sure information is only seen by staff that should have access to it	Regularly review membership of a group or list to ensure that those who have access are still entitled to it. When staff leave your team they must be removed from the membership. Contact ICT if you need help with this

	What must I do?	Why?	How?
14	**MUST**: You must only set up **auto-forward** rules from your County Council email account if there is a strong business need You must only forward to **another County Council email account** and not to an external email address or a group mailbox or distribution list	All County Council business emails must remain within County Council systems in order to ensure that information remains secure Emails containing personal information could be auto-forwarded to staff who should not have access to the information	Auto-forward rules must always direct to another @norfolk.gov.uk address or secure email Think carefully about setting up an auto-forward rule. People sending you emails will not expect them to be forwarded on to another email address. So you must only do so if there is a genuine need for others to see these emails If you are unsure about whether it is appropriate, seek advice from your manager or the Information Compliance team
15	**MUST**: You must only grant **delegated permissions** for a specific reason and where there is a genuine **business need** eg while you are absent	Your work might need to be continued while you are away, but it would be confusing to change the contact details Keeping yourself as the main contact but giving someone else access to your mailbox would ensure that work can continue and anything urgent or requiring action can be answered quickly	Consider whether there is a genuine **business need** for a delegate Identify the most appropriate person to be your delegate and agree with them what they may or may not do Consider the level of **delegated permission** you need to give, ie whether they should have full editorial control over your mailbox or simple read access to check and action anything genuinely urgent Follow the instructions in Outlook for setting **delegated permissions**
16	**MUST**: If you have been given delegate permissions to another user's email account you must only use the **delegated permissions** in accordance with the reason that you were granted those rights eg: when that person is absent and there is a genuine **business need**	The other person's email account may contain confidential or personal emails or information that you should not have access to and may constitute a breach of the General Data Protection Regulation or Human Rights Act 1998	You should agree with the person granting you delegate permissions what they expect you to do, including how you should manage their mailbox, whether you can delete emails etc. if they are absent for a long period

	What must I do?	Why?	How?
17	**MUST:** You must file business information in a suitable location on the server and not in your email inbox or subfolders	To ensure that information required for County Council business is accessible to all that need it even if you are not available To avoid accidental deletion of business critical information	Business information should be saved in a suitable location on the server such as a team folder (with appropriate folder security). Speak to your manager about where to save information (see Records Management Policy)
18	**MUST**: You must seek guidance from ICT if you receive an email which you suspect contains viruses/ malware or is spam or phishing. Do not open the email	To ensure that County Council systems are not subject to cyber-attacks or compromised in another way and information is kept secure	If you suspect that there is a virus in an email, you must immediately contact the ICT service desk and follow their instructions. Our security software usually prevents any malicious attacks coming through to mailboxes, so any spam or suspicious emails that do get in will in most cases have had any dangerous items removed. The steps above are precautionary. Follow the guidance on ICT Self-service for further details on how best to manage your email filtering.

Electronic Diary

	What must I do?	Why?	How?
1	**MUST**: You must allow **all users** to **view your Outlook diary**	This makes it easier for staff to arrange meetings and understand colleague's availability	Follow the guidance on assystNET on how to set this up correctly. It is really important to follow this correctly to ensure that your appointments don't get forwarded to all users of the system
2 Yo	**MUST NOT**: You must not put third party **personal information** into **your Outlook diary** in any form unless it is marked "Private"	Data in your Outlook diary is visible to all users of the County Council email system unless it is marked private Putting personal confidential information into your diary is likely to	Unless marked private: • Do not include names of service users or staff in the subject of the meeting or appointment • Do not include personal confidential information in the body of the appointment

	What must I do?	Why?	How?
		be a breach of the General Data Protection Regulations	• Do not attach emails or papers including confidential or personal information to the appointment

What if I need to do something against the procedure?

If you believe you have a valid business reason for an exception to this procedure, contact your manager or business lead for advice.

If your manager/business lead concludes that there should be an exception, the Information Management Team **must** be informed in writing with reasons within 24 hours of the proposal.

If there is any uncertainty about the issue contact the Information Management Team for advice.

References

Norfolk County Council Code of Conduct

The General Data Protection Regulation

ISO 27001

Human Rights Act 1998

Records Management Policy

Breach Statement

Breaches of information policies will be investigated and may result in disciplinary action. Serious breaches of procedure may be considered gross misconduct and could result in dismissal without notice, or in legal action being taken against you.

Version Control

Version Number	Revision Date	Change Description	Changed Name	Approved Name	Comments
0.1	24/06/16	Draft version	Lesley Spicer		
0.2	01/07/16	Draft version	Pamela Cary		
0.3	28/07/16	3rd draft	Lesley Spicer		Includes guidance about when breaches occur and links to relevant guidance.
0.4	08/08/16	Preparing for FINAL	Emma Gedge		
0.5	31/08/16	Comments removed	Lesley Spicer		
0.6	1/09/16	Additional points added to include breach recommendation	Lesley Spicer		
1.0	14/09/16	Final	Emma Gedge		
2.0	23/05/18	Final	Melanie Waite	Pam Cary	Brought in-line with the GDPR. Removed GCSX
3.0	13/06/19	Final	Emma Gedge	Stephanie Williams	Added new section 4 relating to personal email addresses
4.0	14/08/19	Final	Emma Gedge	Steve Raven Pam Cary	Revised encryption and secure email at section 6 to remove GCSX which is no longer live

Document Review

All documents will be subject to first review at six months following publication of version 1 or any minor amendments to v1.1 and so on.

Subsequent versions will be reviewed every 12 months, unless otherwise specified in the document itself.

Version Number	**Published Date**	**Review Interval**	**Review Date Due**	**Actual Review Date**	**Reviewer Name**	**Approver Name**	**New Version No.**	**Comments**
1.0	14/09/16	6 months	14/03/17					
3.0	13/06/19	12 months	13/06/20					
4.0	04/09/19	6 months	04/03/20					