

Printing, Posting and Faxing 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 staff.

	What must I do?	Why?	How?
1	MUST: You must not leave confidential personal information unattended when you print, photocopy or scan documents	This would allow other users of the equipment to see information that they are not entitled to see	<p>Ensure you wait until the process is finished. Do not leave printers to print and collect later</p> <p>When using a multi-functional device (MFD) or photocopier ensure that you:</p> <ul style="list-style-type: none"> • Remove original documents from the flat-bed scanner • Check that the previous user is logged out • Check that all trays are cleared • Do not leave the machine if a red light is displayed as unfinished printing will come out when the fault is cleared. Instead, follow the instructions on the MFD to clear the fault • Log out when you have finished
2	MUST NOT: You must not email any information to your own personal printer or an internet printing service unless approved by ICT/IM	<p>Information sent outside the County Council by email travels via the internet and could be intercepted</p> <p>There is also a risk of information being accessed by other users and by anyone repairing or disposing of your home printer</p>	All printing should be sent to County Council printers or the County Council approved printing service – Interprint

	What must I do?	Why?	How?
3	<p>MUST: If you are faxing personal confidential information, you must ensure that it arrives with the correct recipient and is not intercepted by anyone who should not have access to this information</p> <p>Only use fax if there is no safer alternative</p>	<p>Fax is a very risky method of sending personal confidential information and it is easy to send it to the wrong number or for it to be left on an unattended fax machine where anyone passing by could see it</p>	<p>Follow the fax process at Appendix A</p>
4	<p>MUST: You must post personal confidential information by registered post or a service with equivalent safeguards</p>	<p>To ensure information is only delivered the intended recipient</p> <p>To provide evidence that the information has been delivered correctly where this is necessary</p>	<p>Follow the guidance provided by the County Council post service on iNet</p>
5	<p>MUST: You must place confidential personal data in a sealed envelope when sending it via internal post</p>	<p>Confidential personal information must be kept secure at all times and if it is not sealed there is a risk that it could be intercepted whilst in transit</p>	<p>Do not use unsealed multi use envelopes. Always use a sealed envelope</p> <p>Follow the guide on the Customer Services post service pages for how to send larger items via signed-for courier service</p>
6	<p>MUST: You must ensure that the person you are posting the document to is entitled to see all of the information included in the document</p>	<p>Including information they are not entitled to see could be a breach of the General Data Protection Regulation</p>	<p>Check the documents carefully for any third party information that should not be disclosed</p> <p>An example of this is where a family member has reported concerns and they wish to remain anonymous</p> <p>If you need advice on redacting documents email: information.management@norfolk.gov.uk</p>
7	<p>MUST: You must provide a return address on the envelope or package</p>	<p>If the item is wrongly-delivered or unable to be delivered, it can be returned to the County</p>	<p>Put the return address clearly on the envelope or package</p>

	What must I do?	Why?	How?
	when posting confidential personal information	Council without being opened to obtain the return address	Do not provide the name of the team if this might breach confidentiality eg including "Children's Services" in the address would inform anyone handling the letter or package that the recipient has involvement with Children's Services Follow the guidance provided by the County Council post service on iNet
8	MUST: You must ensure that confidential personal information is posted to the correct address	To ensure information is only delivered the intended recipient	Before sealing the envelope: <ul style="list-style-type: none"> • Check that the address is correct and up to date • Check that the contents match the address on the envelope • Check that no additional papers have become attached to the contents
9	MUST: You must ensure that post containing personal confidential information is not left unsecured when offices are unoccupied	The information should be kept secure as at all other times in order to avoid unauthorised access to the information	Post should be secured in a locked post point or locked away in secure storage until the following day when it can be collected for delivery

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

General Data Protection Regulation

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 result in dismissal without notice, or legal action being taken against you.

Version Control

Version Number	Revision Date	Change Description	Changed Name	Approved Name	Comments
0.1		Draft version	Lesley Spicer		
0.2	01/07/16	Second version	Pamela Cary		
0.3	08/08/16	Preparing for FINAL	Emma Gedge		
0.4	05/09/16	Addition of point 5	Lesley Spicer		
1.0	05/09/16	Final	Emma Gedge		
2.0	24/05/18	Final	Melanie Waite	Pam Cary	Brought in-line with the GDPR

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	05/09/16	6 months	05/03/17					

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Appendix A

Fax Process

1. Fax machines should be located in secure staff areas
2. Send only to safe-haven fax machines
3. Send only to designated recipients. Facilities to send faxes to groups of recipients or to store information and send faxes later should not be used
4. Phone the recipient to ensure they are aware a confidential fax is about to be sent to them and to either wait by the machine, collect the fax, deliver it, or arrange for an identified individual to do so
5. The recipient should confirm safe receipt by return phone call
6. Verify the fax number with the recipient
7. The responsibility for the correct despatch of all fax messages is with the sender
8. Use the minimum information required to identify the client
9. Sensitive personal information, including race, political opinions, religion, sexual orientation, trade union affiliation, physical or mental health, sexual life, criminal records or alleged offences **or biometric and genetic data must not** be sent by fax
10. Regularly used safe fax numbers should be programmed into the fax machine to avoid mistakes when dialling
11. If there is any doubt, you **must not** send the document by fax transmission
12. You should use a fax cover sheet and enclose a message that contains a confidentiality statement, eg:
 'This fax is confidential and is intended only for the person to whom it is addressed. If you have received this fax in error, please immediately notify us by telephone on the number above and return the message to us by post. If the reader of this fax is not the intended recipient, you are hereby notified that any distribution or copying of the message is strictly prohibited.'
13. Fax machines should be capable of maintaining a log of all faxes, sent and received, giving details of both the sender and the recipient establishments, the date and time of the fax, and the status of the transmission

14. A copy of the individual machine log confirming the status of the transmission should be held and filed with copies of the transmitted documents containing confidential information
15. Received faxed documents which contain personal information must be stored securely in a secured environment exactly as any other personal information
16. The removal of paper from fax machines outside normal working hours is considered 'best practice'. This should prevent confidential information arriving and being visible to anyone who is not entitled to see it. **Do not switch the fax machine off, as mail will be lost**
17. Staff working outside normal working hours and expecting a fax to arrive should be aware that they will have to add paper to receive faxes and remove any excess paper after use