

Records Management Office Documentation

Version	Date of Change	Notes	Editor
1.0	04/03/2013	Creation	Phil Oakman
2.0	13/11/2018	Review	Phil Oakman
3.0	01/04/2021	Template, Minor changes	Phil Oakman

Protecting Confidential Information Sent Electronically

Contents

Guidance.....	2
Further Reading	3

Guidance

This guidance is mainly intended for areas of the University that deal with large volumes of sensitive personal information. The first questions you might want to ask yourselves are 'do I really need to email this personal information?' and 'Can I share the information more securely?'

If you believe that you have no option but to email then it is advised that you follow this guidance. This procedure will assist with adding security to confidential information sent by email. Operational issues might mean that not all the steps can immediately be carried through but it is advised that the safest course of action will be to carry out as much as possible.

All team members should **remove auto-complete function** in Outlook to prevent information being inadvertently sent to a person with a similar name. Please see document '[Add Security to confidential information to be sent by email](#)'

All team members should **set a delay of 10 minutes for sending emails** so if after sending an email it is recognised that there is, for instance, an addressee error there will be a 10 minute window to delete this message. It can then be re-sent to the intended party. Please see document '[Instructions on How to Delay Sending Emails](#)'.

Staff should strongly consider **the sending of all formal confidential documents** as password protected. Examples of possible approaches are:

- **Sending to students with whom you have ongoing contact with** – give each student an individual password at the first meeting so that the sharing of documents is as secure as we can easily make it. This password can then be used by the student to open any confidential information concerning them.
- **Sending to SAT Teams, Exam Office and Disability Co-ordinators** – each SAT Team, the Exam Office and Disability Co-ordinators should be given a password, a new one allocated at the start of each term, so they can open confidential information sent to them for action.

- **Sending to Tutors** – It is a student’s responsibility to share confidential information with individual tutors as they see fit. However, for students who are uncomfortable with that arrangement, individual arrangements can be made re: sharing information. In these circumstances, a password could be given over the phone to tutors receiving information.

Further Reading

See [‘Add Security to confidential information to be sent by email’](#) on how to add passwords to various file types.

Please contact the Records Management Office for further advice on the use of basic password protection of documents on ext 2823