



Acceptable Use of eMail Policy

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DOCUMENT CONTROL		POLICY NO.	82
Policy Group:	Information Assurance and Security		
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Reviewer:	G Gault, N Gammage, A Cameron		
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Approved by:	Management Team APF HMB PCCMB	Last review date:	February 2016
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SECTION 1. PURPOSE AND SCOPE

- 1.a The purpose and scope of this policy is to:-
- 1.a.i Access to the Board eMail systems is provided to allow staff to undertake their normal business functions. It is important that all users understand exactly what is considered fair usage of email systems provided by the Board.
 - 1.a.ii This Policy lays out our Acceptable Use Policy with which all users of Board provided eMail systems are expected to comply.
 - 1.a.iii This policy sets out clear guidance for users on what is and is not allowed. It also sets the boundaries as to when personal use is allowed and not allowed. The overarching purpose is to ensure that appropriate access to eMail is available to staff with a legitimate business purpose at all times and this access is not hindered by non-business related activities.
 - 1.a.iv This Policy demonstrates management support for, and commitment to, the provision of an eMail capability through issuing this policy for user acceptance and compliance, as well as any related policies, procedures and guidelines, including user education and awareness across NHS Dumfries & Galloway. The purpose of this policy is to protect all NHS Dumfries & Galloway users from threats, internal or external, deliberate or accidental.

SECTION 2. KEY POINTS

- 2.a Key points of this policy are:
- 2.a.i Check and re-read important emails before sending.
 - 2.a.ii Always double check email addresses used when sending emails containing sensitive personal or commercial information.
 - 2.a.iii Only use approved email destination addresses (see paragraph 4.b.iii)
 - 2.a.iv It is good practice when sending important business documents to always flag the email as important and request a read receipt.
 - 2.a.v When sending business emails to a large audience or external organisations it is a courtesy to use formal language.

- 2.a.vi Keep personal emails separately stored in a Personal folder.
- 2.a.vii It is good practice to provide a colleague with read only access to your emails so that in the event of you falling ill or being on an extended period of leave they can monitor your mailbox for important emails which require an urgent response

SECTION 3. POLICY AIMS

- 3.a The aims of this policy are to:
 - 3.a.i Provide guidance on the acceptable use of eMail whilst using the NHS Dumfries & Galloway provided systems.
 - 3.a.ii It defines under what circumstances the Board eMail systems may be used for personal purposes.
 - 3.a.iii It provides a framework under which NHS Dumfries & Galloway can ensure compliance with all relevant legislation and policies.

SECTION 4. RESPONSIBILITIES AND ORGANISATIONAL ARRANGEMENTS

- 4.a General Guidance and Good Practice
 - 4.a.i It is good practice to re-read and check an email before sending.
 - 4.a.ii When sending personally identifiable information ALWAYS double check all addresses to ensure only the correct people will receive the information.
 - 4.a.iii If you copy an email to others, it may breach the Data Protection Act if it reveals all the recipients' email addresses to each recipient (e.g. in the case of marketing and mailing list).
 - 4.a.iv It can also breach duties of confidentiality (e.g. in the case of internal emails containing personal identifiable information). Accordingly, it may be appropriate to use the 'Bcc' (blind carbon copy field instead of the 'Cc' (carbon copy field)) when addressing an email to more than one recipient. If in doubt, seek advice from your line manager/departmental head/partner.
 - 4.a.v Do not amend any messages received except where specifically authorised by the other person
- 4.b Business Use

- 4.b.i Each business email should include the appropriate NHS Dumfries & Galloway business reference for you personally including your name, position and telephone numbers.
- 4.b.ii It is accepted courtesy to use formal language in business correspondence. eMails should be considered no different.
- 4.b.iii If the email message or attachment contains information which is time-critical, bear in mind that an email is not necessarily an instant communication. You should consider whether it is the most appropriate means of communication.
- 4.b.iv If you have sent an important document it is good practice to flag the email as important and to request a read receipt.
- 4.b.v In every instance, file a copy of any email (including any attachment sent to or received from the patient/relative/member of staff/customer/client before filing or deleting the original electronic copy. The same applies to all internal email transmissions concerning patient/relative/member of staff/customer/client matters.
- 4.b.vi In light of the security risks inherent in some web-based email accounts, you must not email business documents to your personal web-based accounts.
- 4.c Personal Identifiable Information
 - 4.c.i It is expressly forbidden to send emails of this type to any email account other than those listed at 4.c.ii below.
 - 4.c.ii Email correspondence containing personal identifiable information can only be sent to certain email addresses, mostly ending in the @nhs.net, @nhs.uk, @gsi.gov.uk, @.gsx.gov.uk or @pnn.gov.uk addresses. A full list of acceptable addresses can be found on the NHSMail web site.
 - 4.c.iii All emails containing sensitive personal information should have the subject line:-
OFFICIAL – Sensitive Personal:- *(followed by the topic)*.
 - 4.c.iv All emails containing information which is of a commercial or organisational sensitive importance should have the subject line:
OFFICIAL–Sensitive Commercial:– *(followed by the topic)*

4.d Personal Use

- 4.d.i Although NHS D&G's email facilities are provided for the purposes of the business, it is accepted that you may occasionally want to use them for your own personal purposes. This is permitted on the condition that all the procedures and rules set out in this policy are complied with. Be aware, however, that if you choose to make use of these facilities for personal correspondence, you can expect very little privacy because NHS Dumfries & Galloway may need to monitor communications for the reasons given in the NHS Dumfries & Galloway Communications Monitoring Policy.
- 4.d.ii You will greatly increase the privacy of any personal email by complying with the procedures set out in item below.
- 4.d.iii Under no circumstances may NHS D&G's facilities be used in connection with the operation or management of any business other than that of NHS Dumfries & Galloway unless express permission has been obtained from your line manager/departmental head/partner.
- 4.d.iv All personal email you send from NHS D&G's facilities must be marked PERSONAL in the subject heading, and all personal email sent or received must be filed in a separate folder marked "Personal" in your inbox should you wish to retain it after reading. Contact IT Support if you need guidance on how to set up and use a personal folder. All email contained in your inbox and your sent items box are deemed to be business communications for the purposes of monitoring (see NHS Dumfries & Galloway Communications Monitoring Polic.
- 4.d.v You must ensure that your personal email use:
 - 4.d.v.1 does not interfere with the performance of your duties;
 - 4.d.v.2 does not take priority over your work responsibilities;
 - 4.d.v.3 is minimal and limited to taking place substantially outside of normal working hours (i.e. during any breaks which you are entitled to or before or after your normal hours of wor;
 - 4.d.v.4 does not cause unwarranted expense or liability to be incurred by NHS D&G;
 - 4.d.v.5 does not have a negative impact on NHS Dumfries & Galloway in any way; and
 - 4.d.v.6 is lawful and complies with this policy.

- 4.d.vi As with any correspondence made using NHS D&G's electronic facilities, you can delete personal email from the live system, but they will have been copied (perhaps many times onto the backup tapes and in that form will be retained for an undetermined period). It would be a very difficult, costly and time-consuming exercise to sift all those tapes in order to delete an individual's personal email therefore no agreement to attempt this will be forthcoming.
- 4.d.vii By making personal use of our facilities for sending and receiving email you signify your agreement to abide by the conditions imposed for their use, and signify your consent to NHS Dumfries & Galloway monitoring your personal email in accordance with the NHS Dumfries & Galloway Communications Monitoring Policy.
- 4.e Access to a colleague's eMail accounts
 - 4.e.i Do not access any other person's in-box or other email folders nor send any email purporting to come from another person unless specifically authorised to do so by a Director of the Health Board.
 - 4.e.ii If it is good practice to allow at least one other person read access to your mailbox and calendar in order that they can monitor it for urgent or important mails whilst you are away on holiday or off sick.
 - 4.e.iii Emergency access to another's eMail account, outwith the pre-agreed arrangements above, can be arranged through the eHealth Help Desk. Access will only be granted if authorised in writing by email or letter by a Senior Manager or above.
 - 4.e.iv The Senior Manager will be responsible for informing the person whose mail account has been accessed in writing.

SECTION 5. MONITORING

- 5.a Monitoring eMail accounts
 - 5.a.i All incoming emails are scanned by the organisation contracted to operate the NHSMail service on behalf of the NHS and therefore on behalf of NHS Dumfries & Galloway using virus-checking software. The software will also attempt to block unsolicited marketing email (spam and email which have potentially inappropriate attachments).

- 5.a.ii If there is a suspected virus in an email which has been sent to you, the sender will automatically be notified and you will receive notice that the email is not going to be delivered to you because it may contain a virus.

SECTION 6. EQUALITY AND DIVERSITY

6.a Equality and diversity statement:

- 6.a.i NHS Dumfries and Galloway is committed to equality and diversity in respect of the six equality groups defined by age, disability, gender, race, religion/belief and sexual orientation.
- 6.a.ii We believe, however, that equality and diversity issues are not relevant to this area of work because this policy is designed to provide everyone including NHS Dumfries and Galloway staff with a consistent approach to the acceptable use of email systems for the organisation to ensure good governance arrangements are in place.

SECTION 7. DOCUMENT CONTROL SHEET

7.a Document Status

	Acceptable Use of eMail Policy
Author	Andrew Turner
Approver	G Gault, N Gammage, A Cameron
Document reference	TBA
Version number	1.4

7.b Document Amendment History

Version	Section(s)	Reason for update
0.1	All	Exemplar document from Pinsent Masons
1.0	All	First draft
1.1	All	2 nd draft following peer review internal to IM&T
1.2	All	Final draft following review and amendments as recommended by Information Assurance Committee – Key Points added
1.3	All	Delay review as new NHSMail system due in from Jan 2016
1.4	All	NHSMail project delayed hence review completed in Jan 2016

7.c Distribution

Name	Responsibility	Version number
Corporate Business Manager	Place on policy register	1.4
Communications Team	Place on intranet and in 'latest news'	1.4
Management Team	Dissemination to all staff through line management	1.4

7.d Associated documents

Title: eMail Acceptable Use Policy
 Date January 2016
 Version: 1.4
 Author: Andrew Turner

- ISO/IEC 27002 The Code of Practice for Information Security Management
- CEL26/2011
- DL2015/17
- NHS Scotland Information Security Framework
- NHS Dumfries & Galloway Information Assurance Strategy
- NHS Dumfries & Galloway Information Assurance Policy
- NHS Dumfries & Galloway Information Security Policy
- NHS Dumfries & Galloway Information Systems Procurement, Development and Implementation Policy
- NHS Dumfries & Galloway Access to Information Policy
- NHS Dumfries & Galloway Communications Monitoring Policy
- Equality and Diversity Impact Assessment Policy.

7.e Action Plan for Implementation

Action	Lead Officer	Timeframe
Dissemination to senior staff through line management	Management Team	29 February 2016
Raise awareness and inform staff	All line managers	29 February 2016
Use policy	All staff	From 29 February 2016 onwards.