## SECURE EMAIL ADDRESSES

Some government email networks are secure and secure between each other. One of these is nhs.net
If you send an email from nhs.net to nhs.net or one of the other addresses below then this is secure. It is not guaranteed secure to nhs.uk addresses like Mersey Care.

Please note that secure services like these will not accept encrypted emails and will strip out things like password protected documents.

(GSi domains that are secure for the exchange of patient data are: .x.gsi.gov.uk; .gsi.gov.uk; .gse.gov.uk; .gsx.gov.uk; .pnn.police.uk; .cjsm.net; .scn.gov.uk; .gcsx.gov.uk, .mod.uk)

**Please therefore think before you send any sensitive email, and ask yourself the following questions:**

1. Is the information suitable for the intended recipient?
2. Could the information be anonymised or amalgamated?
3. Have I got the right person?
4. Always check the spelling and organization, as incidents have occurred whereby people with similar names have received unexpected mails
5. Send a test mail beforehand, and get a positive response in order to confirm that you've got the right person.

### So, the good news:

- If you have a valid reason and it is in keeping with the IG rules you can use email to communicate confidential information with people who have a legitimate reason to know
- Merseycare.nhs.uk to merseycare.nhs.uk is secure
- Merseycare.nhs.uk to anywhere else you can use RW4Encrypt as the start of the subject line, otherwise it is not secure
- Nhs.net to nhs.net or to the other gsi systems is secure
- You must check that you have the right address. Email is not like Postman pat and will not deliver it to the right place if you make a mistake.

For further guidance please refer to the Trust policies on the Mersey Care website.

| | |
|---|---|
| IT02 | IM&T Security |
| IT10 | Confidentiality and Data Sharing |
| IT12 | Information Governance Policy |
| IT14 | Data Protection Act |

**To find out more on how to handle personal information and where to get further help, please visit www.merseycare.nhs.uk**

Mersey Care NHS
NHS Foundation Trust

# T.H.E. I.G. C.O.D.E.

# TOP TIPS FOR EMAIL

## MAKING IT EASY AND KEEPING IT SAFE

## EMAIL EXCHANGE INTERNALLY

Internal emails that contain personal identifiable data and confidential information can be sent if there is a legitimate clinical reason for the data to be shared with others. This is often an appropriate way to share necessary information, however you need to consider the sensitivity of the information contained within the email as some teams may “copy and paste” content from the internal email into the Service User’s Epex clinical record.

You must make sure that you send it only to those who need to know. Be careful when selecting names from the address list and check the addresses in the “To” box before pressing send.

Do not forget that this is only for merseycare.nhs.uk to merseycare.nhs.uk

## USE OF “BCC” (Blind Carbon copy)

A BCC (blind carbon copy; also Bcc) is a copy of an email message sent to a recipient whose email address does not appear in the message. This relates back to sending copies of typed letters to somebody without telling the other addressees that you were doing so.

For email it allows you to send an email to a list of people without any of them knowing who else has received it. This means that you can send one email to a list of people without breaking the confidentiality of the recipients by telling everybody else who is on the list. It can be a lot quicker than sending a single email over and over again to each of a long list of people.

**How:**
Click to compose an email
If there is no box for BCC visible then click options and BCC (below the options tab). After this you will see BCC below the CC line.
Put your recipient’s addresses in the BCC box, check, and press send.
Each will get it but they will not see the addresses or names of anybody else.

Another point to remember is that if you use the “**To**”: or “**CC**”: fields to list all of your recipients, these same recipients will also receive any replies to your message unless the sender removes them. If there is potential for a response that is not appropriate for all recipients, consider using BCC.

## T.H.E. I.G. C.O.D.E

**T**hink – when using personal information

**H**andle – information securely

**E**ncrypt – all laptops and memory sticks

**I**nformation – if it’s personal, it’s private

**G**overnance – you are accountable for personal information

**C**onfidential – prevent unauthorised disclosure

**O**verheard – remember, sound travels

**D**o not share passwords or smartcard PIN numbers

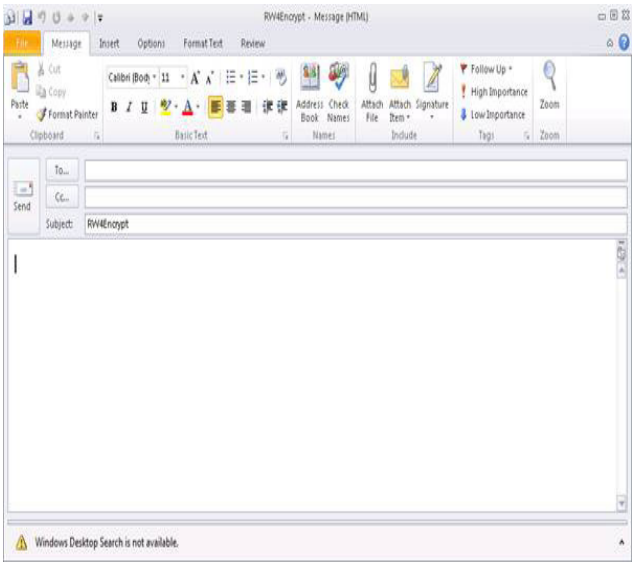
**E**veryone has a responsibility

## SECURE ENCRYPTION TO EMAILS SENT EXTERNALLY

If you need to send an email containing sensitive personal identifiable information externally then it is possible for you to apply secure encryption. This can be done by simply typing in the email Subject Line RW4Encrypt Before your subject. That is it. It is easy.

We suggest you try it and understand how it works by sending yourself a non sensitive email to your personal address and following the instructions.

RW4Encrypt (see screenshot below)




The system cannot be used to send information internally within Mersey Care but emails can be encrypted to go to any external email address, including addresses outside of the NHS such as those for solicitors and voluntary organisations.

The type of mails that should be encrypted are those that contain sensitive information, i.e.

- Patient Identifiable Data
- Staff Identifiable Information
- Information exchanged with external agencies (such as police and councils)
- Financially Sensitive Information
- Anything that could bring the Trust into disrepute if intercepted.