

Sharing personal information guidance including using encryption

Whilst internal messages (between two @falkirk.gov.uk email accounts) are reasonably secure, messages containing personal information require some additional safeguards:

- ✓ Ensure all recipients need to receive the information. Think twice before responding to a group email or copying others in.
- ✓ Do not include personal information in the subject field, body text of the email, or attachment file name. **All personal information must be in an encrypted attachment.**
- ✓ To produce an encrypted attachment, create a Word document that contains the personal information, encrypt it using the following process <http://tinyurl.com/kofotk6> and attach it to the email.
- ✓ If the personal information is already in PDF format and information cannot be extracted from it, you can encrypt existing PDF files using Adobe Acrobat <http://tinyurl.com/nchwng5> . Licences for Adobe Acrobat can be purchased via the Helpdesk Logcall.servicedesk@falkirk.gov.uk.
- ✓ When producing encrypted attachments, remember to use a different password to anything you use for other tasks because you will have to share the password when you send the document.
- ✓ Mark the message 'confidential' using the following process <http://tinyurl.com/qdwvljs>.
- ✓ Do not send the password by the same email method. Use the telephone, making sure you know who is receiving the information.
- ✓ There may be situations where you set an agreed password for a period of time; it is recommended that passwords are changed at least every three months.
- ✓ Encryption of attachments is not necessary for information shared between @gcsx email accounts. Information still needs to be sent as attachment rather in the body text.
- ✓ Highly sensitive reports, such as Vulnerable Person Data (VPD) reports, must be destroyed once the content has been read and extracted.

Under no circumstances send personal information from a falkirk.gov.uk e-mail address to any external e-mail addresses. Refer to the flowchart and use falkirk.gcsx.gov.uk e-mail.