

NHS South Lincolnshire Clinical Commissioning Group

EMAIL POLICY

Document History

Document Reference:	IG12
Document Purpose:	The purpose of this document is to provide guidance to all CCG staff on permissible usage of the email system
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Approving Committee:	NHS South Lincolnshire Risk & Governance Committee (delegated authority to approve)
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Developed by:	Information Governance, Greater East Midlands Commissioning Support Unit (GEM CSU)
Policy Sponsor:	Lynne Moody, Executive Nurse and Quality Lead, South Lincolnshire CCG and Caldicott Guardian
Target Audience:	All Staff This policy applies to any person directly employed, contracted or volunteering with the CCG
Associated Documents:	All Information Governance Policies and the Information Governance Toolkit
Distributed Via:	Intranet and Internet

Revision History

Version	Revision date	Summary of Changes
1.0	August 2013	Revised in line with NHS England Policies and updated to reflect version 11 of the Information Governance Toolkit.

1.1	September 2014	<p>Reviewed in line with version 12 of the Information Governance Toolkit Replaced – Target Audience: ‘All Staff’ with ‘This policy applies to any person directly employed etc.</p> <p>Replace – 2 Scope – ‘those members of staff that are directly employed by the CCG and for whom the CCG has legal responsibility’. with ‘all employees (permanent, seconded, contractors, management and clinical trainees, apprentices, temporary staff and volunteers) of the CCG. Third Parties with whom the CCG may agree information sharing protocols will be governed by the associated information sharing agreements and will be made aware of this policy.’</p> <p>Replace – 2 Scope – ‘For those staff covered by a letter of authority/honorary contract or work experience the organisation’s policies are also applicable whilst undertaking duties for or on behalf of the CCG’.</p> <p>Further, this policy applies to all third parties and others authorised to undertake work on behalf of the CCG’. with ‘This policy covers all information systems purchased, developed and managed by or on behalf of the CCG and its partners. It also applies to any person directly employed, contracted or volunteering to the CCG’.</p>
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1. Purpose

The purpose of this document is to provide guidance to all CCG staff on permissible usage of the email system.

The aims of this document are to:

- Establish a common set of governance and usage criteria for sending, receiving and storing emails that are to be uniformly applied throughout the CCG
- Promote awareness of and adherence to the CCG information security and governance framework

2. Scope

This policy applies to those members of staff that are directly employed by the CCG and for whom CCG has legal responsibility. all employees (permanent, seconded, contractors, management and clinical trainees, apprentices, temporary staff and volunteers) of the CCG. Third Parties with whom the CCG may agree information sharing protocols will be governed by the associated information sharing agreements and will be made aware of this policy.

For those staff covered by a letter of authority/honorary contract or work experience the organisation's policies are also applicable whilst undertaking duties for or on behalf of the CCG.

Further, this policy applies to all third parties and others authorised to undertake work on behalf of the CCG.

This policy covers all information systems purchased, developed and managed by or on behalf of the CCG and its partners. It also applies to any person directly employed, contracted or volunteering to the CCG.

3. Principles

CCG email is primarily for business use. Occasional and reasonable personal use is permitted, provided such use does not interfere with the performance of duties and does not conflict with CCG policies, procedures and contract of employment.

All emails must contain an email signature that conforms to the CCG corporate guidelines.

The CCG utilises NHSmail when sending and receiving Personal Confidential Data (PCD) outside of the organisation.

It is strictly prohibited for any user to initiate or propagate the forwarding of chain letters, junk email and/or jokes. If a user receives any such email, the user should immediately notify their line manager and the IT Service Desk.

It is strictly prohibited for any user to promote any kind of business, or business activity, except that of the CCG.

It is strictly prohibited for any user to use personal email accounts, such as Yahoo, Google and Hotmail to forward or receive work emails.

It is strictly prohibited for any user to use the email facilities for the purpose of advertising, gambling, solicitation of personal goods or services for personal gain or profit, the passing of indecent, subversive or criminal data across or out from the CCG when such information may cause harm to an individual, group or the CCG itself.

The CCG will not be held liable for any financial or material loss to any individual when using the email facilities for personal incidental use or when using personal equipment to access work email.

It is the responsibility of each user to ensure they manage their email appropriately and routinely delete unwanted emails or routinely archive emails.

4. Confidentiality

Users must not send PCD, patient data, sensitive, or confidential information to an insecure email address e.g. Yahoo or auto forwarding of emails from an NHSmail address to a non NHSmail address.

Secure email addresses are nhs.net and gsi.gov.uk. Users should consult their line manager or the GEMCSU IG Team if in doubt.

5. Monitoring

Email usage may be monitored to ensure that staff comply with this policy and this statement acts as a fair processing notice to ensure that staff are aware that this may occur.

6. Equality Impact Assessment

The CCG aims to design and implement services, policies and measures that are fair and equitable. As part of its development, this policy and its impact on staff, patients and the public have been reviewed in line with the CCG legal equality duties. The purpose of the assessment is to improve service delivery by minimising and if possible removing any disproportionate adverse impact on employees, patients and the public on the grounds of race, socially excluded groups, gender, disability, age, sexual orientation or religion/ belief.

The Equality Impact Assessment has been completed and has identified impact or potential impact as “no impact”.

7. Policy Review

This policy will be reviewed annually in line with Information Governance Toolkit requirements or where changes occur with legislation or national policy.