INFORMATION GOVERNANCE ONE MINUTE GUIDE



Guide Number: 4

Subject: Mitigating the risk of personal information breaches through e mail

transfers

What is a data breach?

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

In short, there will be a personal data breach whenever any personal data is accidentally lost, destroyed, corrupted or disclosed; if someone accesses the data or passes it on without proper authorisation; or if the data is made unavailable and this unavailability has a significant negative effect on individuals.

Key data breach causes

Many data breaches occur from simple human errors, such as:

- Sending an email to the wrong recipient
- Failing to complete a mail merge and mismatching names and addresses
- Attaching the incorrect document to an e mail message

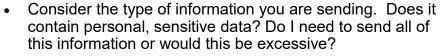
This highlights the importance of carefully handling information and double-checking any of your work that incorporates data, personal or otherwise.

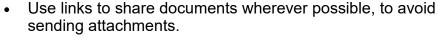
This guide advises staff on things to consider when using e mails to transfer personal data to miti-gate the risk of such breaches occurring.



Top Tips to consider when transferring personal data









 Use secure transfer tools (such as Zend to) when transferring any personal / special category via e mail. Ensure any passwords are sent in a separate e mail to the intended recipients to enable them to open the document.



 Double check the e mail address of the individual you are sending the information to – there are staff and students with similar e mail addresses and it is important the information is sent to the correct recipient.

 When using templates to gather personal information please ensure blank templates are sent for completion Check that templates are not pre-populated with personal information relating to other data subjects.

E Mail addresses are also classified as personal data. Particularly individual's personal email addresses.



When sending e mails to groups of people consideration should be taken to place personal e mail addresses into the bcc field rather than the "To" or "cc" field. By typing e mail addresses into the "bcc" field this will prevent the disclosure of personal e mail address details to other recipients.

Where can I find out more?

You can access a series of support and guidance documents relating to data breaches and the management of e mails our web pages by clicking here.

The Information Governance team can also provide advice and support in relation to the secure transfer of data and data breaches and can be contacted at:

E Mail: infocompliance@leedsbeckett.ac.uk