





Lumen Learning Trust

Learning together for a brighter future

Email Security & Etiquette Guidance

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1. Aims

This policy aims to provide guidance to staff around email use within our school, including how to ensure a level of email security and data protection, as well as ensuring professionalism and good manners in its day-to-day use as a communications tool.

Email as a tool allows us not only to communicate with people, organisations, public bodies and service providers easier than ever before, but it also allows us to pass information further and easier as well. This use of email is defined as processing under the UK General Data Protection Regulations and Data Protection Act 2018 and as such all email communication needs to be created, secured, transmitted and handled in accordance with those regulations.

This guidance applies to all email communication by the school workforce including Trust Directors, governors, PTA members and third-party staff using email to conduct business on behalf of the school, or who have access to a school email account.

2. Email Security Measures

The school workforce uses email to conduct business on behalf of the school, or who have access to a school email account should abide by the following guidance on email security. By doing so, this ensures that the technical IT security measures the school has in place remain robust, and are less likely to be compromised.

Please note all users email and system accounts have been provided to them by the Trust and should not be considered personal accounts. They are loaned to the individual for duration of their time in the Trust in order to undertake specific activities.

The Trust reserves the right to monitor activity, using both automated systems (scanning for file types, file content) and manually.

Where there is sufficient reason to do so appropriate individuals will be granted access to the accounts.

- a) Passwords/log ins to email and software packages should be changed regularly and must be at least 8 characters long and include a combination capital letters, numbers and symbols. 'Password', 'P@55word', 'letmein' are not to be used or included in a password, and are examples of insecure passwords.
- b) Where a personal device is used to access a Lumen Learning Trust GSuite account the following must be undertaken to ensure unauthorised access, intentional or otherwise, is prevented by family members sharing the device:
 - i. Lumen staff must completely log out of their Gmail account after use;
 - ii. Auto-complete sign in and the remember password function disabled.

- c) Emails should be regularly reviewed, and either filed, archived or deleted if not required anymore. For further details please consult the Lumen Learning Trust Data Retention Schedule.
- d) Sensitive or Special Data, which might include SEND, EHCP, medical or health information, criminal record data or financial information, should not be sent to non-Lumen Learning Trust email accounts without appropriate protection and/or encryption. This includes referring to individuals by their initials only within emails in every instance and/or using Egress.
 - i. When sharing such data with another Lumen account consider sharing via Google Drive instead to maintain data security.
- e) Carefully check the recipients of emails, especially if the auto-complete/auto-fill function is operating giving suggested recipient email addresses. For those users who carry out 5 or more email autofill breaches in a term the autosave contacts feature will be disabled within their Gmail account. Users are advised to type a recipient's surname in the To: field to help ensure the correct account is selected.
- f) Carefully check the recipients listed in the CC box and BCC box to ensure email confidentiality of recipients where necessary.
- g) Ensure all anti-virus software and malware software is up to date on hardware. Ensure that all software is updated with the latest patches.
- h) Do not open an attachment unless you know who the sender is, or what the attachment is about. Always check the file name of an attachment by hovering over the file name before opening. If in doubt, contact the IT Helpdesk for guidance.
- i) Do not enable Macros unless you have checked with the IT Helpdesk first.
- j) Do not click on links to web pages without first hovering the cursor over them to see if the page looks legitimate. Consider opening a blank browser and typing the address.
- k) Users must report unsolicited mail ("spamming") to the school administrators and/or the school IT Support function by email or by clicking the 'Report Spam' icon within the users Gmail account. Do not click the "Unsubscribe" link in a spam email. It would only let the spammer know your address is legitimate, which could lead to you and other users receiving more spam.
- l) Email will, in a user's absence, be monitored or forwarded to another account for processing where necessary in the interests of business continuity.
- m) When you have finished with your terminal/machine, or need to leave it unattended click on the Windows icon key and 'L' to lock your PC OR be sure to log out. Do not leave a device unattended and rely on the timed auto lock to switch on. Always log out at the end of the day.
- n) Use the Call & Response method when sending attachments that require a password to open. Send an initial email with attached file and request confirmation it has been received by the intended recipient. The password can then be sent in the body of a new, unlinked email.
- o) All users should at least annually review the contacts stored in their GSuite Contacts app and remove any that are not used on a frequent (at least monthly) basis. This will mitigate the risk of a data breach caused by adding the incorrect recipient in the To: field via the autofill function. Step by step instructions on how to remove Contacts can be found in Appendix 2.
- p) Emails from a Lumen Learning Trust account must not be set to auto-forward to an externally owned email address.

3. Email Etiquette

The proliferation of email traffic over the last few years has allowed us to communicate more efficiently and effectively. Emails, regardless of audience or message, should reflect the high standards of professional conduct the Lumen Learning Trust expects all users to maintain. There are some simple guidelines listed below that users are expected to adhere to;

- a) **Understand the difference between "To", "CC." and "BCC."** . The people you include in the "To" field should be the people you expect to read and respond to the message. The "CC" field should be used sparingly. You should only "CC" people who have a need to stay in the know. "BCC" should be used for distribution lists and mail groups where there is no need to share contact information or a need to keep recipients contact data safe and not visible to others. When emailing a group of parents use the school comms system.
- b) **Staff should never communicate with a parent using their named Lumen email account.** Emails must be sent and received via the general school email account.
- c) **Ensure high standards of professionalism are maintained in all communications.** The use of emojis or symbols of affection e.g. 'x' at the end of an email have no place in the professional working environment and should not be included.
- d) **Keep messages brief and to the point.** Make your most important point first, then provide detail if necessary. Make it clear at the beginning of the message why you are writing.
- e) **Don't discuss multiple subjects in a single message.** If you need to discuss more than one subject, send multiple e-mails. This makes it easy to scan subject lines later to find the message you need.
- f) **Reply in a timely manner.** All email should be replied to in an appropriate timeline, but normally with 48 hours of recipient during the working week. Do acknowledge received email.
- g) **Be mindful of your tone.** Unlike face-to-face meetings or even phone calls, those who read your e-mail messages don't have the benefit of your pitch, tone, inflection, or other non-verbal cues. As a result, you need to be careful about your tone. Sarcasm is especially dangerous. Choose your words carefully in email to avoid ambiguity and misinterpretation. The more precise you are upfront, the less likely you'll see subsequent emails generating confusion and asking follow up questions seeking additional clarity.
- h) **Don't use e-mail to criticise others.** E-mail is a terrific way to commend someone or praise them. It is not an appropriate medium for criticism. It almost never serves your purpose or long-term interests.
- i) **Don't reply in anger.** If you find yourself in the throes of what is clearly becoming an antagonistic email discussion: Stop. Either pick up the phone or head over to the person's office to have the discussion in person. Face-to-face interaction will reintroduce all of the important sub-text that will be lost in an email and help prevent unnecessary arguments.
- j) **Don't overuse "reply to all."** If you do, it just adds more clutter to everyone's inbox. Your default response should be to reply *only to the sender*. Before you reply to everyone, make sure that everyone needs to know.
- k) **Don't forward chain letters.** They can be used to infiltrate the IT system and at the very least clog up mail boxes.
- l) **Don't "copy up" as a means of coercion.**
- m) **Don't overuse the "high priority" flag** or by writing URGENT in the Subject Field
- n) **Don't think that adding "confidential" to an email Subject Makes it confidential.**
- o) **Don't write in ALL CAPS.** This is the digital equivalent of shouting.

- p) **Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks.** This could mean disciplinary measures being instigated.
- q) **Remember that company e-mail isn't private.** Email can be requested by any individual, including parents, and included in Data Subject Access Requests. Remember that people can request what you have written about them.
- r) **All staff are expected to use a signature which includes contact information.** The school has a standard email signature template that should be used. This template can be found in Appendix 1.
- s) **Use your spell-checker.** Also check for punctuation and grammar.
- t) **Re-read your e-mail before you send it.**
- u) **Email should not be printed unnecessarily.** Printing email reduces the benefit to the environment email allows, can clog printers, and be a waste of resources if unnecessary. It can also increase the likelihood of a data breach. Create and use email folders as an alternative.
- v) **Do not send unnecessary emails after 7pm.** The Trust promotes a work life balance which can only be obtained by staff not working late into the night, or checking their emails at home. A sender should always be mindful of the content of emails sent outside of working hours and the possible impact on the reader if the content is sensitive in nature.
- w) **Out of office replies** If staff are away from work for a full day or more (i.e. residential courses or visits, inspections etc.) an out of office reply setting must be implemented simply stating *"I am away from school until [date] with limited access to my emails. I will reply as soon as possible on my return"*.

4. Monitoring arrangements

The Trust's DPO will review this guidance as part of their support. This policy will be reviewed every two years.

The Lumen Learning Trust reserves the right to access a user's work email account or saved computer files if required.

5. Links with other policies

This guidance is linked to our:

- Freedom of information publication scheme
- ICT User Agreements
- GDPR/Data Protection Policy
- Document Retention Policy
- Breach Management Policy
- Asset Management Recording Policy
- Communications Policy
- Disaster Recovery/Business Continuity Planning and Risk Register.
- Safeguarding and Child Protection Policy

Appendix 1: Template email signature

The following example and format should be used for your email signature:

Joe Bloggs

KS2 Leader, Mathematics Subject Lead

Tel: 01932 563035, option 2

Email: Joe.bloggs@lumenlearningtrust.co.uk

Location: Saxon Primary School, Briar Road, Shepperton, Middlesex TW17 0JB

Hours: Monday-Friday, 9.00am – 2.30pm



Name	<i>What</i>	Forename and surname shown Letters of accreditation do not need to be included
	<i>How</i>	No larger than Large or Normal in Gmail or 11pt in Outlook Font Tahoma, Merriweather or Trebuchet Non italicised but can be bold Black or colour of school logo
Job title	<i>What</i>	This should be the highest position of responsibility held within your role e.g. if you are a Class Teacher and KS leader you should just include KSX Leader. If you are a Higher Level Teaching Assistant this should be included and not Teaching Assistant. If you are a subject lead, this should be included after your job title but it must be remembered that this will need to be regularly updated.
	<i>How</i>	No larger than size Normal in Gmail or 10pt in Outlook Font Tahoma, Merriweather or Trebuchet Non italicised but can be bold Black or colour of school logo
Contact number	<i>What</i>	This should be the main school telephone number and any option to dial. If you have a Lumen provided mobile number this can also be included.
	<i>How</i>	No larger than size Normal in Gmail or 10pt in Outlook Font Tahoma, Merriweather or Trebuchet Non italicised, non-bold Black or colour of school logo
Contact email	<i>What</i>	Your Lumen Gmail address
	<i>How</i>	No larger than size Normal in Gmail or 10pt in Outlook Font Tahoma, Merriweather or Trebuchet Non italicised, non-bold Black or colour of school logo
Name and	<i>What</i>	Add the name of your school and then address.

address of location	<i>How</i>	No larger than size Normal in Gmail or 10pt in Outlook Font Tahoma, Merriweather or Trebuchet Non italicised, non-bold Black or colour of school logo
Working hours	<i>What</i>	These should only be included if you hold a part time role and should follow the format of days/times e.g. Monday-Friday 8.45am-2.45pm or Monday-Wednesday 8.45am-2.45pm, Thursday-Friday 8.45am-6.00pm
	<i>How</i>	No larger than size Normal in Gmail or 10pt in Outlook Font Tahoma, Merriweather or Trebuchet Non italicised, non-bold Black or colour of school logo
School logo		Logo including school name banner shown in colour

Appendix 2: Removing contacts from your GSuite Contacts app

Click on the 'Contacts' icon that shows in the pop up menu that appears

You will be taken to the Contacts main menu for your Lumen email account. Click on 'Other contacts' in the menu on the left hand side of your screen

A list of every address you have sent an email to will appear. Scroll through the list. Are there any you don't recognise or will never use again?

Hover your cursor over the email address you would like to remove and it will be highlighted in grey. Three icons will appear on the right hand side. Click on the three dots for a pop up menu of options.

Click on 'Delete' and the address will be removed immediately.

Congrats! You have now reduced the risk of a possible external breach.

Click on the Google Apps menu icon (the nine dots in the top right corner of your screen)