

Checklist for Sharing Information Securely

Sharing personal information by fax

Do not fax personal or confidential information unless it is absolutely necessary.

- Mark the cover sheet 'for the attention of the addressee only'
- Information disclosed must be restricted to the minimum necessary for the purpose of the disclosure.
- Information disclosed must not identify a particular service user, if not required.
- Telephone the recipient before hand, to ensure they know they will shortly be receiving a fax
- Double check the fax number before sending. If possible, use pre-installed fax numbers to minimise the risk of misdialling.

Sharing personal information verbally

- Take care to ensure that your conversation cannot be overheard by others who do not need to know.
- Make sure you know who you are talking to over the phone and check that the individual is the right person to speak to.
- If you do not recognise the person calling, ask them for their name and their switchboard number and call them back using their organisations general number and not their direct office number, to ensure they are who they say they are.

Sending personal information by post

- Mark post 'for the attention of the addressee only' and if possible protectively mark the information using the Government's Protective Marking Scheme, eg RESTRICTED, PROTECT or UNCLASSIFIED.
- Make sure envelopes and packages are effectively sealed and have the correct postage.
- Inform the designated recipient that the information has been sent and ask them to contact you if they do not receive it within the expected timeframe.
- Limit the amount of personal information disclosed to those details necessary for the recipient to carry out their role effectively.

Sending personal information by email

Do not email confidential information unless it is absolutely necessary and you know that the transmission is secure (encrypted).

- Do not send the personal information by email unless you know the whole of the transmission is through fully secure networks. Currently the only addresses using secure networks end in .pnn.gov.uk, .gsi.gov.uk, gsx.gov.uk, gsm.net and nhs.net. An email to a .gov.uk address is not secure. Additionally an email from a .gov.uk address to any of the above addresses is not fully secure.
- If you cannot use a secure e-mail account and must share the personal information electronically, for expediency, password-protect the document before you email it. Do not put the password in the same email. Send the password in a separate email or telephone the person giving them the password.



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