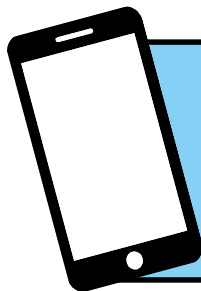




# Good Email Practice

**BEFORE sending an email always check you are sending to the correct address. If you send to the wrong external address and the email contains personal information contact Key's Data Protection Manager as this is a data breach and must be reported to the ICO under GDPR.**

- DO NOT TYPE IN CAPITALS. Typing in upper case is considered shouting.
- Always give your email a subject. This helps the recipient prioritise their mail and makes it easier to locate the message in the future.
- Never open emails you are suspicious of or if you do not recognise the sender. Either delete the message or contact IT for further advice. See SPAM mail section for more details.
- Keep emails short and to the point.
- Avoid using 'Stationery', many different fonts, colours and graphics unnecessarily. If the receivers email does not accept formatted messages then this formatting will be lost and the message may not be displayed as it should making it harder to read.
- Avoid asking for read/delivery receipts. These only generate more (pointless) emails. Not all systems send receipts and users can also select not to send the receipt notices.
- Sending a memo as part of an email rather than as an attachment results in a much smaller message size.
- DO NOT forward or reply to junk/spam/chain emails. Never reply to messages looking for security information. See the 'Phishing' section for more information.
- Organise your mail by creating folders and storing mail within them appropriately.
- Delete mail you no longer require.
- Email should NEVER be regarded as secure. Anything sent may be received and read by others. Never disclose anything confidential ie credit/debit details, passwords etc.



For help and assistance,  
call the ICT Helpdesk  
0141-342 1570

Available during office hours. For critical support at other times refer to the out-of-hours phone list.

**Part of the 'How do I...?' series of helpsheets. For more, visit [ictsupport.key.org.uk](https://ictsupport.key.org.uk)**