

Corporate	ICBP026 Internet, Email & Mobile Phone Acceptable Use Policy
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EQUALITY IMPACT ASSESSMENT

Date	Issues
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POLICY VALIDITY STATEMENT

Policy users should ensure that they are consulting the currently valid version of the documentation. The policy will remain valid, including during its period of review. However, the policy must be reviewed at least once in every 3-year period.

ACCESSIBLE INFORMATION STANDARDS

If you require this document in an alternative format, such as easy read, large text, braille or an alternative language please contact NECSU.comms@nhs.net

Version Control

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1.0	July 2022	Senior Governance Manager, NECS	First Issue
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Approval

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1. Introduction

E-mail and the Internet are used widely by staff within the ICB to support them in undertaking their duties. It is important that staff use e-mail and the internet professionally and efficiently to maximise benefits to the organisation. The ICB is legally obliged to ensure that all staff are protected against viewing or accessing inappropriate materials. It is therefore mandatory that employees adhere to this Policy when communicating by e-mail or using the Internet. Failure to follow this Policy may lead to disciplinary action being taken against the user.

1.1 Status

This policy is a Corporate policy.

1.2 Purpose and scope

1.2.1 The purpose of this document is to present a policy for the acceptable use of the internet and email. This sets out the expectations of the ICB for the proper use of its email systems and complements other Information Governance policies. Its aim is to ensure the appropriate and effective use of the internet and email by:

- Setting out the rules governing the sending, receiving and storing of email
- Establishing user rights and responsibilities for the use of systems
- Promoting adherence to current legal requirements and NHS information governance standards.

1.2.2 This policy is applicable to all employees, agents and contractors working for, or supplying services to the organisation.

2. Definitions

2.1 **Encryption** is the process of converting information into a form unintelligible to anyone except holders of a specific key or password.

2.2 **Corporate mobile phone** is a mobile device (including a smartphone) issued by, or procured for, the ICB to support ICB business and managed in line with ICB information governance and information security requirements.

2.3 **GDPR is the General Data Protection Regulations** - a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU) and part of the Data Protection Act 2018.

- 2.4 **Messaging services** include SMS, MMS and any other text, chat or instant messaging capability on a corporate mobile phone (including messaging within approved collaboration applications).
- 2.5 **NHS Mail** is the e-mail and directory service specifically designed to meet the needs of NHS staff which allows e-mail to be sent in an encrypted form. It is the only Department of Health and Social Care approved NHS e-mail service for securely exchanging personal data between NHS approved organisations but needs to be used by both sender and recipient in order to be secure.
- 2.6 **Personal information** is factual information or expressions of opinion which relate to an individual who can be identified from that information or in conjunction with any other information coming into possession of the information holder. This also includes information gleaned from a professional opinion, which may rely on other information obtained.
- 2.7 **Proxy Server/Setting** is a software agent that performs a function or operation on behalf of another application or system while hiding the details involved.
- 2.8 **Pseudonymisation** is the process of enhancing privacy by replacing most identifying personal data fields within a data record by one or more artificial identifiers, or pseudonyms (e.g. replacing names with codes or numbers).
- 2.9 **Streaming media** is any kind of Internet content that is continuously transmitted such as radio broadcasts, video e.g. YouTube, Google Video, Internet radio.
- 2.10 **Spam** is unsolicited commercial email, the electronic equivalent of the junk mail that comes through your letterbox.
- 2.11 **Subject Access Request** is a request made by or on behalf of an individual for their held personal data which he or she is entitled to ask for under Data Protection Legislation.
- 2.12 **Subject Rights Request** is a request made by or on behalf of an individual for their personal data to be corrected, erased, transported to another organisation, or to have the way it is processed altered as per the rights of the data subject under Data Protection Legislation.
- 2.13 **Defamation & libel**

2.13.1 What is defamation & libel?

A published (spoken or written) statement or series of statements that affects the reputation of a person (a person can be an individual or an organisation) and exposes them to hatred, contempt, ridicule, being shunned or avoided, discredited in their trade, business, office or profession, or pecuniary loss. If the statement is not true then it is considered slanderous or libellous and the person(s) affected may have legal redress rights.

2.14 Harassment

2.14.1 What is harassment?

Harassment can be verbal; non-verbal; physical; or other. Harassment is defined as any conduct which is:

- Unwanted by the recipient
- Is considered objectionable by the recipient
- Causes humiliation, offence and distress (or other detrimental effect)
- Any of the above witnessed by a third party

a) **Verbal Harassment** unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.

b) **Non-Verbal Harassment** offensive literature or images, graffiti and computer imagery, isolation or non-co-operation and exclusion from social activities.

c) **Physical Harassment** ranging from touching to serious assault, gestures, intimidation and aggressive behaviour.

d) **Unwanted conduct** relating to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Further detail can be found in the Harassment and Bullying at Work Policy.

2.15 Pornography

2.13.1 What is pornography?

The ICB defines pornography as the description or depiction of sexual acts or naked people that are designed to be sexually exciting. The ICB will not tolerate its facilities being used to view, share, create, download, or store this type of material and considers such behaviour to constitute a serious disciplinary offence.

2.16 Copyright

2.14.1 What is copyright?

Copyright is a term used to describe the rights under law that people have to protect original work they have created. The original work can be any data asset such as a computer program, document, graphic, film or sound recording, for example. Copyright protects the work to ensure no one else can copy, alter or use the work without the express permission of the owner. Copyright is sometimes indicated in a piece of work by this symbol ©. However, it does not have to be displayed under British law

2.16.2 What you must not do

- Alter any software programs, graphics etc. without the express permission of the owner.
- Claim someone else's work is your own.
- Send copyrighted material by Internet without the permission of the owner. This is considered copying.

3. Access To and Use of Email Systems

- 3.1 E-mail is an important means of communicating quickly and easily to support the business needs of the organisation. However, e-mail can be used inappropriately, either deliberately or otherwise. Remember that any e-mail, sent or received, may have to be disclosed in litigation, as part of an internal or external investigation, following a Subject Access Request, or Subject Rights Request regarding personal data under GDPR, or following a request under the Freedom of Information Act.
- 3.2 The provision of connection to electronic mail will be granted upon receipt of an authorised request being made via the IT Service desk website provided by the Commissioning Support Unit (NECS). All users must have their requests for access authorised by their manager.
- 3.3 Use of the electronic mail system(s) will be logged and monitored and where the facility has been abused, disconnection will follow. If evidence exists to show use of the system contrary to ICB policy or UK law (including the Privacy and Electronic Communications Regulations (PECR), this will lead to disciplinary action.
- 3.4 Electronic mail should primarily be used for ICB business. Personal use is discouraged however occasional personal use will be permitted as long as this time is reasonable and does not infringe on work time or is considered to be inappropriate use.
- 3.5 The ICB provides electronic mail as a means of communication in respect of ICB business. Whilst the ICB is aware that from time to time e-mail is used for non-work purposes, all staff are reminded that it is not designed for these purposes. As a result e-mail must not be used to send any material, which could be considered offensive, pornographic or illicit. Also users should not use e-mail as a means of circulating humour, gossip and chain emails. The ICB reserves the right to audit emails if abuse is suspected.
- 3.6 Electronic mail must not be used for personal financial gain or other secondary employment.
- 3.7 Electronic mail must not be used for any purpose which would contravene any existing UK law, any stated policy of the ICB, or which might be considered generally offensive.

- 3.8 All electronic mail users are reminded that the laws covering copyright, data protection and libel apply to all electronic mail messages.
- 3.9 Electronic mail users may not attempt to make any alterations to the configuration of their electronic mail software but may customise their own electronic mail view and grant proxy rights to other staff.
- 3.10 All electronic mail users are reminded that some electronic mail is not a secure medium and as such confidential or patient related information must not be sent unless this is via NHSmail to NHSmail or another secure account which complies with the NHS Digital secure email standard. The NHSmail service includes an encryption feature that allows users to exchange information securely with users of non-accredited or non-secure email services. Further guidance is available at Appendix A.
- 3.11 All passwords and log in details for email systems must be kept confidential. Sharing passwords or log in details will be considered misconduct. (Where necessary, users can be given proxy access to another user's email account where this has been authorised, for example when a user is off sick or on leave and access is necessary for the proper functioning of the business).
- 3.12 Users must log off the network or lock their terminal whenever they leave their desk. This can be done by pressing and holding the Windows button and the 'L' key on the keyboard.
- 3.13 When accessing email systems via a portable device, such as a smart phone this device must be locked using a Personal Identification number (PIN) or finger print (if available).
- 3.14 Email is a communication tool and not a records management system. Where the content of email or attachments forms part of a record it is the responsibility of the user to ensure it is added to, and becomes part of, that record whether held in hard copy or electronic format.
- 3.15 Email users must remember that under Data Protection Legislation any emails about or referring to a data subject can be requested by them as a Subject Access Request.
- 3.16 Users must not:
- Automatically forward email from their email account or send confidential or sensitive information to non NHS.net email accounts. Examples of non-NHS email accounts include hotmail, yahoo, AOL, and email services provided by internet service providers
 - Create, hold, send or forward emails that have obscene, pornographic, sexual or racially offensive, defamatory, harassing or otherwise illegal content. (If you receive such a message you should report it to the IT help desk immediately)

- Create, hold, send or forward emails that contain statements that are untrue, inaccurate, misleading or offensive about any person or organisation
- Access and use another's email account without permission. (If it is necessary to access another user's account then contact the IT support desk for details of the necessary procedure)
- Send email messages from another member of staff's email account or under a name other than your own. (Secretaries may send emails in their own name on behalf of their manager if instructed to do so)
- Use email for political lobbying
- Knowingly introduce to the system or send an email or attachment containing malicious software for example viruses
- Forge or attempt to forge email messages, for example spoofing (forgery of an email header so that the message appears to have originated from someone or somewhere other than the actual source).
- Use instant messaging services for example Microsoft Messenger; for guidance on the use of instant messaging in an emergency please refer to the ICB's Social Media and Instant Messaging Policy
- Send or forward chain letters or other similar non work-related correspondence
- Send unsolicited emails (spam) to a large number of users unless it is directly relevant to the recipient's work (use newsletters/intranet where appropriate)
- Send or forward large messages or attachments (examples of large attachments include photographs, large documents, electronic greetings and flyers). The sending and storage of large attachments can cause the network to slow down or crash and can seriously affect the ICB's capacity to store files
- Open or click on any attachments within an email which do not appear to be from a genuine, reliable source. If in doubt, contact the IT service desk for advice.

3.17 Take any documentation for future reference when changing roles or leaving the organisation unless agreement of the line manager has been sought. Email is provided primarily for business purposes, therefore emails are the property of the ICB, not the individual. Where agreement has been given to take emails for future reference, this must be done so under the supervision of the line manager.

3.18 Guidance on the use of email to accompany this email policy is at Appendix A.

4. Using the Internet

4.1 Acceptable Internet Usage

4.1.1 Access to the Internet is provided primarily for work-related purposes, including research related to studies approved by the ICB and professional development and training.

4.1.2 The provision of connection to electronic mail will be granted upon receipt of an authorised request being made via the IT Service desk website provided by NECS. All users must have their requests for access authorised by their manager.

4.2 Unacceptable Internet Usage

4.2.1 No member of staff is permitted to access; display or download from Internet sites that hold offensive material; to do so is considered to be a serious breach of security and may result in dismissal. Examples of unacceptable use are as follows;

- Creating, downloading or transmitting (other than for properly authorised and lawful research) any obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material.
- Creating, downloading or transmitting (other than for properly authorised and lawful research) any defamatory, sexist, racist, offensive or otherwise unlawful images, data or other material.
- Creating, downloading or transmitting material that is designed to annoy, harass, bully, inconvenience or cause needless anxiety to other people.
- Creating or transmitting “junk-mail” or “spam”. This means unsolicited commercial webmail, chain letters or advertisements.
- Using the Internet to conduct private or freelance business for the purpose of commercial gain.
- Creating, downloading or transmitting data or material that is created for the purpose of corrupting or destroying other user’s data or hardware.
- Breach copyright for example by; using someone else’s images or written content without permission; or failing to give acknowledgment where permission has been given to reproduce something.
- Further guidance on using social networking sites and instant messaging apps is available from the ICB Social Media and Instant Messaging Policy.
- The use of forums bulletin boards and newsgroups is permitted however these facilities are only authorised for business purposes. Forums and bulletin boards generate large amounts of email and therefore should only be used selectively.
- Staff are not permitted to publish any confidential information on bulletin boards, forums or newsgroups.
- Staff other than those with documented permission should not download software or programs from any websites without express permission from the NECS IT department. This applies even if the software/program appears to be from a legitimate website.

5 Corporate Mobile Phones and Messaging

5.1 Corporate mobile phones are provided primarily to support ICB business. Use of corporate mobile phones must be professional, appropriate and consistent with the principles set out in this policy for the use of email and the internet.

- Occasional personal use is discouraged however may be permitted where this is reasonable, does not interfere with work duties, does not incur unreasonable cost to the ICB and does not compromise information security or confidentiality.
- Corporate mobile phones, including any messaging functionality, must not be used to create, store, send or forward content that is offensive, inappropriate, pornographic, harassing, defamatory or otherwise unlawful. Inappropriate messaging standards, including the circulation of humour, gossip, chain messages or other non-work-related material, are not acceptable.
- Corporate mobile phones must not be used for personal financial gain, secondary employment or political lobbying. All applicable legislation and ICB policies relating to copyright, data protection, harassment and defamation apply equally to communications made via corporate mobile phones.
- The communication of confidential, sensitive or patient-identifiable information via corporate mobile phones must only take place using approved secure systems and in accordance with Information Governance requirements. Standard SMS or consumer messaging services must not be used for this purpose unless specifically approved.
- Use of corporate mobile phones may be logged and monitored where necessary and proportionate for legitimate organisational purposes, including the investigation of suspected policy breaches, information security incidents, subject access or Freedom of Information requests, and other workplace matters.
- Where appropriate, the ICB may undertake forensic examination of corporate mobile phones and/or associated accounts. Information obtained may be used in accordance with relevant organisational procedures, including disciplinary procedures.
- Failure to comply with this section may result in action being taken in line with ICB policies and procedures, including disciplinary action.

6. Monitoring Compliance

6.1 Monitoring Internet Use

5.1.1 The NECS IT Department has implemented a tool which monitors, and in some cases blocks access to specific web sites to users of the network. This software allows logs to be kept showing which staff have accessed which sites. Managing unacceptable use of the Internet will take two forms; standard regular monitoring by the NECS IT Department, and ad-hoc via issues raised by members of staff.

6.2. Regular monitoring

5.2.1 On a monthly basis the NECS IT Department will generate reports from the monitoring tool which will provide information on the following:

- Staff accessing inappropriate categories of websites (even if these sites have been blocked),
- Staff accessing non work-related sites excessively in work time,
- Staff trying to access the Internet anonymously e.g. through attempting to bypass existing security settings and remote proxies,
- Where unusual activity is detected the NECS IT Department will investigate further in line with the Monitoring of Internet and E-mail Procedure.

6.3 Ad hoc reporting

5.3.1 In addition to regular reports, specific issues in Internet or email usage may be highlighted by other means for example, a user's line manager. These would be reported to the governance department. In such a case, no information would be provided to the line manager, unless a clear breach of policy had been identified and then in line with the investigation process detailed below. The line manager would be informed if the reports indicated that no specific issue had been highlighted by the monitoring system. Requests for investigation can only be authorised by the Senior Information Risk Owner (SIRO).

6.4 E-mail Monitoring

5.4.1 The e-mail system is provided for ICB business purposes. All e-mail messages are business documents of the ICB and may be accessed without the employee's permission for legitimate purposes e.g. investigation of potential breaches of this policy or the Information Security Policy or legislative reason such as Freedom of Information or Subject Access Requests. This will be carried out by a limited number of identified staff with appropriate regard for the confidentiality of the content in line with the NECS's Monitoring of Internet and E-mail Procedure. Some ICB staff are GPs and will utilise NHS mail for both ICB and GP business. This policy covers only the work carried out on behalf of the ICB.

7. **Implementation**

7.1 This policy will be available to all staff for use in relation to the specific function of the policy.

7.2 All directors and managers are responsible for ensuring that relevant staff within their own directorates and departments have read and understood

this document and are competent to carry out their duties in accordance with the procedures described.

8. Training Implications

- 8.1 The sponsoring director will ensure that the necessary training or education needs and methods required to implement the policy are identified and resourced or built into the delivery planning process. This may include identification of external training providers or development of an internal training process.
- 8.2 It has been determined that there are no specific training requirements associated with this policy/procedure however all staff are expected to undertake annual Data Security Awareness training.

9. Documentation

9.1 Other related policy documents:

- Confidentiality and data protection policy
- Information governance and information risk policy
- Information security policy
- Records Management policy and strategy
- Safeguarding children and looked after children policy
- Safeguarding adults policy
- Standards of business conduct and declarations of interest policy
- Equality and diversity policy
- Harassment and bullying policy
- Raising Concerns at Work policy
- Disciplinary Policy
- Social Media and Instant Messaging Policy

9.2 Legislation and statutory requirements:

- Obscene Publications Act 1959 & 1964
- Trade Descriptions Act 1968
- Telecommunications Act 1984
- Copyright, Designs & Patents Act 1988
- Computer Misuse Act 1990
- Trade Marks Act 1994
- Crime & Disorder Act 1998
- Employment Rights Act 1998
- Human Rights Act 1998
- Freedom of Information Act 2000
- Regulation of Investigatory Powers Act 2000
- Privacy and Electronic Communications Regulations 2003
- Equality Act 2010
- General Data Protection Regulations 2016

- Data Protection Act 2018

10. Monitoring, Review and Archiving

10.1 Monitoring

The ICB Board will agree with the Executive Director of Corporate Governance, Communications and Engagement a method for monitoring the dissemination and implementation of this policy. Monitoring information will be recorded in the policy database.

10.2 Review

10.2.1 The ICB Board will ensure that this policy document is reviewed in accordance with the timescale specified at the time of approval. No policy or procedure will remain operational for a period exceeding three years without a review taking place.

10.2.2 Staff who become aware of any change which may affect a policy should advise their line manager as soon as possible. The Executive director will then consider the need to review the policy or procedure outside of the agreed timescale for revision.

10.2.3 For ease of reference for reviewers or approval bodies, changes should be noted in the 'document history' table on the front page of this document.

NB: If the review consists of a change to an appendix or procedure document, approval may be given by the Executive director and a revised document may be issued. Review to the main body of the policy must always follow the original approval process.

10.3 Archiving

The ICB Board will ensure that archived copies of superseded policy documents are retained in accordance with the NHS Records Management Code of Practice.

APPENDIX A

GUIDELINES ON THE MANAGEMENT OF E-MAIL

1 INTRODUCTION

These guidelines are to be used for the management of e-mail within the ICB, in particular, the filing and retention of e-mails and are intended to support the email policy. They provide information on which e-mails should be retained, the available storage options and consideration of the length of time for which messages should be kept.

It is important to remember that while email is an excellent tool for communication it is not designed to meet Records Management or long term storage requirements. However, e-mail has become a primary means of conducting ICB business, being used for everything from sending important documents, agreeing contracts and confirming actions, to conveying personal information (NHSmial only) and messages. It is easy to overlook the fact that many e-mails are business records, required for evidential purposes and should be treated accordingly.

2 E-MAILS AS ICB RECORDS

Because many e-mails have a value as organisation records they require to be managed in accordance with the organisations Records Management Policy and the Records Retention Schedules which specify the periods of time for which different types of information should be kept.

Critically, it should be recognised that **all** e-mails sent and received by staff in the course of their employment with the ICB are subject to the same legislation as records in other formats, most notably the Freedom of Information Act (2000) and the Data Protection Act (2018).

Increasingly, as e-mails form a significant part of the knowledge base of the organisation, messages which **should** be kept must be properly identified, captured and made accessible to the relevant people

Any and all data assets should be recorded on the ICB's Information Asset Register in order to understand the content, category, location, and flow of data along with any restrictions and/or legal basis for processing. This is a requirement under the General Data Protection Regulations.

3 WHEN IS AN E-MAIL A RECORD?

Not all e-mails are worthy of being retained; indeed, e-mails take up server space, so there is a cost implication associated with excessive retention, which can also result in greatly increased back-up and recovery times. Keeping e-mail messages for too long may also result in a breach of the Data Protection Act.

To ensure relevant e-mails are captured and managed effectively in record keeping systems, staff need to distinguish between different categories of emails (the flowchart below is designed to assist with this process):

- **Core business records:** these e-mails contain information on core business activities. They may need to be retained for operational or legal reasons and they may need to be referenced by others. Examples of e-mails with a value as core business records can include:
 - E-mail expressing approval of action or decision
 - Direction for important action or decision
 - External business correspondence
 - E-mail which could be used to justify decision making process
 - E-mails which set policy precedents

The retention period for e-mail messages in this category should be in line with the retention periods for an activity in the organisation's Records Retention Schedules

- **E-mails containing personal data:** these are e-mails containing information about specific individuals, such as patients and staff and should be sent and received via NHSmail accounts only. ***Such e-mails are covered by the Data Protection Act 2018 and include personal sensitive (or 'special category' data) and personal non-sensitive data.***
- **NHSmail encryption -** The NHSmail service includes an encryption feature that allows users to exchange information securely with users of non-accredited or non-secure email services. If users need to exchange information securely outside of the secure email boundary they can do so by using the NHSmail encryption feature. Instruction on how to use this feature is available in the NHS Digital document Encryption Guide for NHSmail Version 5.0, May 2019 or from the national NHSmail helpdesk on 0333 200 1133 or email helpdesk@nhs.net.
- **Reference records:** these are work-related e-mails with a transitory value which may need to be retained only in the short term. Examples include:
 - Records for information – staff on duty, holiday notices etc.
 - Invitations and responses to work-related events
 - Meeting notices and arrangements
 - Copies of reports, minutes etc.
 - Copies of newsletters
 - Cover letters “please find attached” etc.
 - Internal e-mail messages received as c.c.

4 SENDING & RESPONDING TO EMAILS

4.1 Sending

It is important to consider 3 key questions before sending an email:

- **Why** are you emailing
- **What** are you emailing

- **Who** are you emailing

Consideration should be given as to whether or not an email is the most appropriate way of communicating the message. Research has shown that face to face communication is the most effective and written messages are the least effective. If the communication can be done by phone or face to face then there is no need to send an email.

When sending an email you should use action-focused subject lines as follows:

- **Action required** i.e. where you require action e.g. completing a questionnaire
- **For Information** i.e. where no action is required
- **Response required** i.e. where action is required in the form of a response

N.B. Where an action is required ensure that a timescale is included within the subject line. For example; '*Action required: Executive Group paper deadline 20th September*'.

The sending and storing of large attachments can cause the ICB network to slow down or crash and can seriously affect the ICB's capacity to store files.

It is recommended that users do not send or forward large messages or attachments. 5Mb is a suggested limit but good practice is below 1-2Mb. (Examples of large attachments include photographs, large documents, electronic greetings and flyers.)

Users should consider alternative ways of making large work documents available to colleagues such as placing documents on the shared drive or server and emailing a link. Alternatively, use other methods of secure file transfer, for example, FTP.

Users should always check attachments before sending to ensure they are the correct attachment and any personal data has been removed if it is not necessary for the recipient to see it.

4.2 Responding

When an email requires a response you should evaluate it in line with the 2 minute rule i.e. if it takes less than 2 minutes do it. If this is not possible you should consider the following options:

- **Delegate** to another member of your team
- **Diarise** time to action the email
- **Delete** the immediately or once actioned

N.B. Once you have determined the action for the email you should file it for reference, see next section.

Users should always consider whether 'Respond to All' is necessary when there are multiple subjects.

5 SAVING TO THE E-MAIL SYSTEM: PERSONAL FOLDERS

This is the best method when

- E-mail messages form a specific series of record and don't require to be integrated with other records, for example queries, items awaiting action/follow-up etc.

If using this method

- Folders must replicate classification schemes of folders with that of other filing classification structures, for example S:/Drives & H:/Drives.
- Save attachments to a shared network area to avoid breaching storage capacity.
- Use the automatic delete and auto archive features to automate the retention process.

It is also useful to prioritise your folders for easy recall. A useful method is to use the @ sign at the beginning of the folder name to bring it to the top of your list, for example:

- @ ACTIONS
- @ EVENTS
- @ READING

N.B. Set up an actions folder for any items you cannot respond to in the 2 minute rule.

6 SAVING TO SHARED NETWORK AREAS I.E. S:/DRIVES

This is the best method to use if

- It would be beneficial to store the e-mails with related electronic documents
- Shared network areas are well organised with enforced procedures

If using this method

- Save e-mails as TEXT files which can embed attachments
- Integrate e-mails in to the relevant classification scheme

7 PRINTING

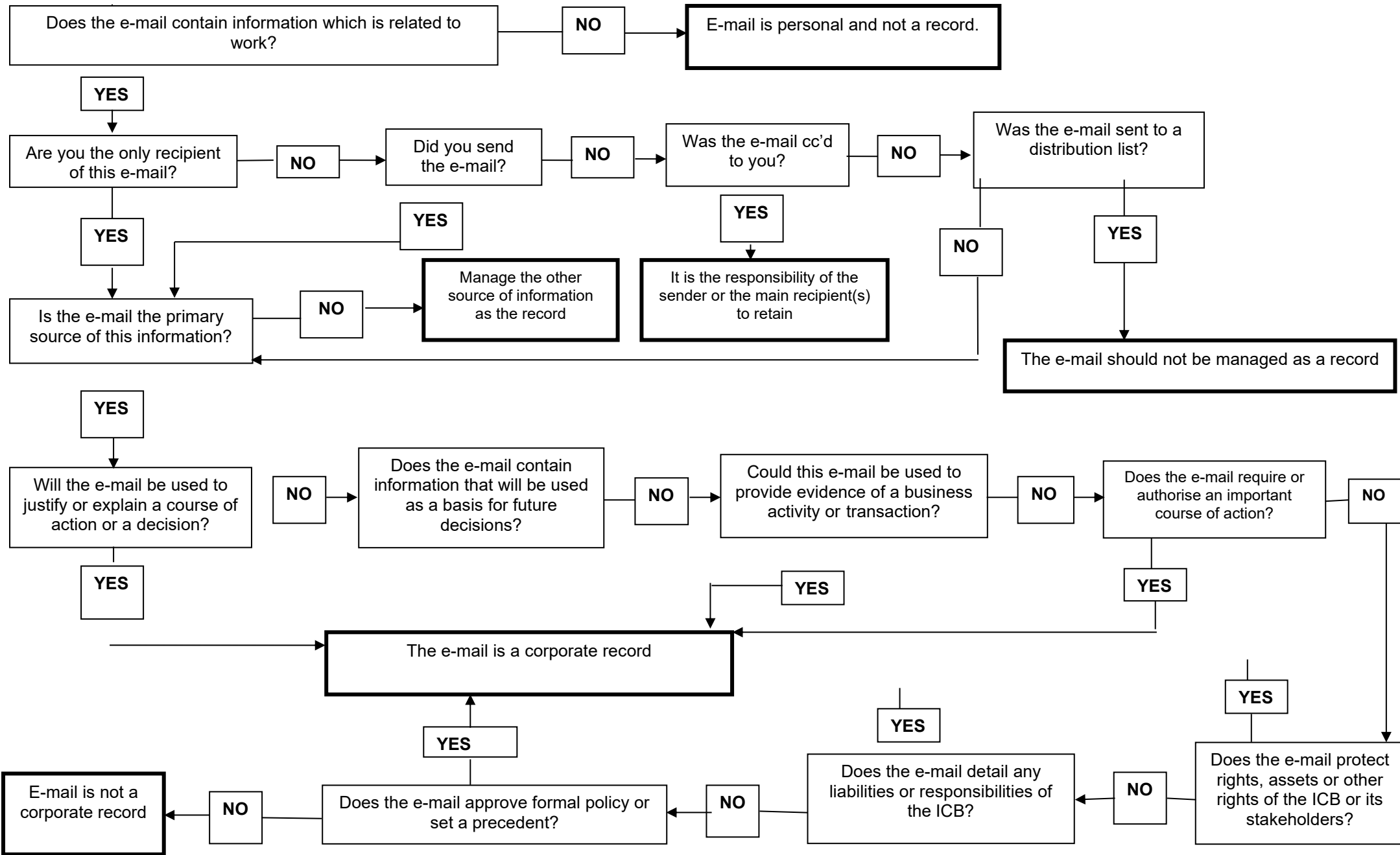
Printing should be avoided unless

- There is an effective paper file storage system in place
- Working files need all information to be kept together e.g. Project files, meeting papers

If using this method, ensure that the following descriptive information is printed without alteration:

- Sender of the e-mail
 - Recipients (including c.c. recipients)
 - Date/time of transmission or receipt.
-
- Avoid printing documents sent for information only and c.c.'d documents
 - File printed version in the appropriate file
 - Adopt a consistent approach when storing the electronic versions and ensure they are destroyed according to the retention schedules.
 - Avoid duplication – if an email is printed, then the electronic version should be deleted.

Appendix B - A flow chart for determining whether e-mails have a value to the organisation



APPENDIX C

TOP TIPS FOR MANAGING EMAIL

1. When each message is read for the first time, make a decision to save important information to folders then delete the email
2. Use of email for sending the contents of documents in large attachments is discouraged. Documents for general use should be stored in a reliable place such as the network drive
3. You should clear out your email archive as a matter of routine
4. You should de-register from mail groups you are no longer making use of as this clogs up the networks
5. You should set up an automatic facility to empty messages from your deleted folder when exiting the email system. This command is accessible through **Tools/Options/Maintenance**
6. Remember email etiquette, which is simply the use of appropriate business-like language. This will avoid confusion on the part of the receiver and ensure that the message is received and understood. It is also important to adhere to the corporate style/branding of the organisation
7. Always use an appropriate 'Subject Line' in your message
8. Always (re)read the email before you send it
9. Use correct grammar, spelling and punctuation as emails should be clear and unambiguous
10. Don't send libellous, obscene, offensive or racist remarks
11. If a message can be relayed verbally via telephone call or face to face then email should be avoided.
12. Delete any emails sent to you in error AND inform the sender of their mistake. Report the error using the SIRMS system if there has been a breach of personal data. Inform the ICO within 72 hours if there has been a serious, wide spread or public breach of personal data.

References

Hare, C. and Mcleod, J. 2006. *How to Manage Records in the e-Environment*, Second edition, London: Routledge

APPENDIX D

SCHEDULE OF DUTIES AND REPONSIBILITIES

Through day-to-day work, employees are in the best position to recognise any specific fraud risks within their own areas of responsibility. They also have a duty to ensure that those risks, however large or small, are identified and eliminated. Where it is believed fraud, bribery or corruption could occur, or has occurred, this should be reported to the Counter Fraud Authority or Executive Director of Finance immediately.

ICB Board	The ICB Board has responsibility for setting the strategic context in which organisational process documents are developed, and for establishing a scheme of governance for the formal review and approval of such documents.
Chief Executive	The Chief Executive has overall responsibility for the strategic direction and operational management, including ensuring that ICB process documents comply with all legal, statutory and good practice guidance requirements
Senior Information Risk Owner (SIRO)	<p>The SIRO will ensure that use of email and the internet will:</p> <ul style="list-style-type: none">• comply with corporate branding• be used in a manner to enhance the ICB's ability to engage with stakeholders• comply with statutory and regulatory rules as well as national guidance and best practice <p>They are also responsible for:</p> <ul style="list-style-type: none">• ensuring the generation and formulation of this policy• identifying the appropriate process for regular evaluation of the implementation and effectiveness of this policy• identifying the competencies required to implement this policy, and either identifying a training resource or approaching Workforce Learning and Development (Governance Directorate CSU) for assistance
All line managers	All line managers are responsible for ensuring that appropriate processes are complied with when using email and the internet.

<p>All Staff</p>	<p>All staff, including temporary and agency staff, are responsible for:</p> <ul style="list-style-type: none"> • Compliance with relevant process documents. Failure to comply may result in disciplinary action being taken. • Co-operating with the development and implementation of policies and procedures and as part of their normal duties and responsibilities. • Identifying the need for a change in policy or procedure as a result of becoming aware of changes in practice, changes to statutory requirements, revised professional or clinical standards and local/national directives, and advising their line manager accordingly. • Identifying training needs in respect of policies and procedures and bringing them to the attention of their line manager. <p>Undertaking training / attending awareness sessions when provided.</p>
<p>Information Asset Owners</p>	<p>Information Asset Owners (IAOs) are responsible for:</p> <ul style="list-style-type: none"> • Liaising with records management/IG leads to ensure that records management practices are in line with the guidance and protocols on confidentiality. • Ensuring appropriate record audits are undertaken. • Ensuring appropriate information governance /confidentiality clauses are in third party contracts relating to records management such as secondary storage, scanning companies before using the company. • Ensuring appropriate consideration is given to records management within business continuity plans. • Ensuring they obtain appropriate certifications of destruction. <p>Investigate and take relevant action on any potential breaches of this policy supported by other applicable staff in line with existing procedures.</p>
<p>Commissioning Support Staff.</p>	<p>Whilst working on behalf of the ICB NECS staff will be expected to comply with all policies, procedures and expected standards of behaviour within the ICB, however they will continue to be governed by all policies and procedures of their employing organisation.</p>

APPENDIX E

EQUALITY IMPACT ASSESSMENT Initial Screening Assessment (STEP 1)

As a public body organisation we need to ensure that all our current and proposed strategies, policies, services and functions, have given proper consideration to equality, diversity and inclusion, do not aid barriers to access or generate discrimination against any protected groups under the Equality Act 2010 (Age, Disability, Gender Reassignment, Pregnancy and Maternity, Race, Religion/Belief, Sex, Sexual Orientation, Marriage and Civil Partnership).

This screening determines relevance for all new and revised strategies, policies, projects, service reviews and functions.

Completed at the earliest opportunity it will help to determine:

- The relevance of proposals and decisions to equality, diversity, cohesion and integration.
- Whether or not equality and diversity is being/has already been considered for due regard to the Equality Act 2010 and the Public Sector Equality Duty (PSED).
- Whether or not it is necessary to carry out a full Equality Impact Assessment.

Name(s) and role(s) of person completing this assessment:

Name: Liane Cotterill

Job Title: Senior Governance Manager

Organisation: North of England Commissioning Support Unit

Title of the service/project or policy: [Click here to enter text.](#)

Is this a;

Strategy / Policy

Service Review

Project

Other [Click here to enter text.](#)

What are the aim(s) and objectives of the service, project or policy:

This Policy is designed to ensure that the importance of using the media of email and the internet correctly is disseminated to all staff. It demonstrates acceptable usage and identifies individuals responsibility with a view to creating ownership of employee actions.

Who will the project/service /policy / decision impact?

(Consider the actual and potential impact)

- **Staff**
- **Service User / Patients**
- **Other Public Sector Organisations**
- **Voluntary / Community groups / Trade Unions**
- **Others, please specify** [Click here to enter text.](#)

Questions	Yes	No
Could there be an existing or potential negative impact on any of the protected characteristic groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has there been or likely to be any staff/patient/public concerns?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could this piece of work affect how our services, commissioning or procurement activities are organised, provided, located and by whom?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could this piece of work affect the workforce or employment practices?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does the piece of work involve or have a negative impact on: <ul style="list-style-type: none"> • Eliminating unlawful discrimination, victimisation and harassment • Advancing quality of opportunity • Fostering good relations between protected and non-protected groups in either the workforce or community 	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If you have answered no to the above and conclude that there will not be a detrimental impact on any equality group caused by the proposed policy/project/service change, please state how you have reached that conclusion below:

This policy is for use by all employees. It is a standard which applies to all staff and doesn't impact on equality.

If you have answered yes to any of the above, please now complete the 'STEP 2 Equality Impact Assessment' document

Accessible Information Standard	Yes	No
Please acknowledge you have considered the requirements of the Accessible Information Standard when communicating with staff and patients. https://www.england.nhs.uk/wp-content/uploads/2017/10/accessible-info-standard-overview-2017-18.pdf	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Please provide the following caveat at the start of any written documentation: “If you require this document in an alternative format such as easy read, large text, braille or an alternative language please contact (ENTER CONTACT DETAILS HERE)”		
If any of the above have not been implemented, please state the reason: Click here to enter text.		

Governance, ownership and approval

Please state here who has approved the actions and outcomes of the screening		
Name	Job title	Date
Executive Committee	Approver	April 2026

Publishing

This screening document will act as evidence that due regard to the Equality Act 2010 and the Public Sector Equality Duty (PSED) has been given.

If you are not completing 'STEP 2 - Equality Impact Assessment' this screening document will need to be approved and published alongside your documentation.

**Please send a copy of this screening documentation to:
NENECS.Equality@nhs.net for audit purposes.**