

Security Procedure



POLICY: See N-01 County Email Use at www.cosdcompliance.org.

DEFINITIONS: See HHSA Policy N-13 Security Definitions.

PROCEDURES:

1. County Email is to be used for business purposes.
2. Personal use of County email is allowed provided that it is reasonable, must not interfere with work, and must also adhere to these procedures.
3. Unacceptable use of County email is, but not limited to, the following:
 - a. Sending jokes
 - b. Passing off personal views as representing those of the County
 - c. Soliciting
 - d. Imposing religious or political views
 - e. Sending messages of a sexual nature, racial or ethnic slurs
 - f. Conducting non-County related commercial uses
 - g. Sending work related email to your personal email account
4. When the email content contains Protected Information (PI):
 - a. Check the email address for accuracy before sending.
 - b. Ensure any PI you send outside the County network is encrypted at all times to protect it from unauthorized use or disclosure.
 - c. Send only to those who need it and send only the minimum necessary.
 - d. Be mindful when replying or forwarding emails that may contain PI. You are responsible for the entire thread, not just what you type.
 - e. When unencrypted email is received and contains PI, do not reply to that same email. Instead, create a new email to reply and inform the sender that further discussion will be made through other means for a secured communication (e.g. encrypted email, telephone call, in person, by mail)
 - f. Be aware that email cannot be encrypted from a smartphone.
5. Establish an electronic signature at the bottom of all email according to the Live Well Sand Diego logo guidelines.
6. When sending or forwarding an email message, exercise caution to avoid sending it to the wrong recipient or sending it to an individual who has no business need to receive it.

7. Email messages are retained in active mailboxes for a maximum of 60 days. Email stored in 'Inbox', 'Draft' or 'Sent items' older than 57 days will be moved to the 'Delete' folder. It will remain there for 3 days before it is permanently deleted from the email system and cannot be restored. If email needs to be retained beyond 60 days, save it to a folder in your H:\Drive.

8. A 'Confidentiality Notice' is allowed to be used in emails, but it is not required. The following is the recommended Confidentiality Notice that can be included at the end of an email message:

CONFIDENTIALTY NOTICE: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain information protected from disclosure by applicable laws and regulations. If you are not an intended recipient, you may not review, use, copy, disclose or distribute this message or any of the information contained in this message to anyone. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of this message and any attachments. Unintended transmission shall not constitute waiver of any applicable legal protection afforded to this email and any attached documents.

Proper use of the Confidentiality Notice is as follows:

- a. It is recommended to include a Confidentiality Notice when communicating with third parties outside the County's email system when the content contains PI.
 - b. The Confidentiality Notice is not an excuse to be negligent when sending an email. Continue to exercise caution to avoid sending it to the wrong recipient.
 - c. The Confidentiality Notice should not include the invocation of the attorney-client privilege where it does not otherwise exist.
9. Do not open email attachments or click on links from senders unknown to you, especially when the subject line looks suspicious. Delete these Emails immediately. Virus or malicious code may be embedded in these emails and can be activated or triggered when opened. Follow these instructions for reporting [spam](#) email.
10. Be aware of the 'auto-complete' feature in the 'To:/Cc:' lines - ensure you are emailing the correct intended recipient(s).

County users should have no expectation of privacy in the use of County email. Violations or suspected violations of this policy will be referred to the Agency Human Resources for appropriate personnel action or investigation.

QUESTIONS/INFORMATION: HHS Information Security Manager at 619-338-2634