

## EMAIL POLICY

### 1. RESPONSE

- 1.1 It is standard protocol to respond to emails within 24 hours. This must be strictly adhered to where a response is needed.
- 1.2 If need be, this can be an acknowledgement of a receipt which needs to then be followed up as soon as possible.
- 1.3 There are some standard emails which do not require a response such as spam or newsletter updates.
- 1.4 Ensure all emails are signed with your personal Streetlight UK signature.

### 2. ORGANISATION

- 2.1 Sub-files must be created to categorise files into necessary and appropriate folders, keeping your emails organised.
- 2.2 Once the email has been dealt with, place into the necessary file.
- 2.3 Any email that has not been dealt with must be left unread to clearly identify that action is required.
- 2.4 If there is an urgent email, it needs to be flagged and highlighted as urgent, evidencing importance.

### 3. BACK UP

- 3.1 If you receive an email containing an attachment or a PDF, ensure that the attachment is saved immediately onto your files on remote desktop. Then delete the email if no necessary information is contained within the remaining content of the email.
- 3.2 Following a phone call, ensure that an email is composed and delivered to the telephoned recipient, containing all of the necessary information from the phone call, covering all action points as discussed.

### 4. DELETION

- 4.1 Every month, review your emails and delete any emails that have been dealt with fully and are no longer necessary. Ensure that no key information is contained within the email which may be required for future use. All action points from the email must be completed before deletion.
- 4.2 Delete spam emails instantaneously without opening any attached files.



## 5. PRIVACY

- 5.1 When composing an email, if you are not the primary contact, ensure that the primary contact is successfully and correctly copied into the email. This should be done by CC.
- 5.2 Ensure that GDPR is maintained and protected when copying people into emails where their identity is not to be revealed to the recipient without individuals consent. This is achievable through the BCC attachment.
- 5.3 Ensure that the recipient is the correct individual for the information contained within the email.
- 5.4 Do not email individuals or organisations externally from the Streetlight UK email address at any circumstances when not necessary. Further, this includes not emailing from your Streetlight UK email address to your personal email.