

Auto-complete

Auto-complete is the tool within Outlook which displays names and email addresses as you start to type them, offering possible matches based on names and email addresses gathered from the emails that you have sent in the past. Using this feature can save time, but it can also lead to emails being sent to the wrong people – for instance, where you have regular contact with two staff members with similar names or a student and staff member with similar names.

If using auto-complete, then names should always be double-checked before emails are sent; you can also ensure that recipients are correct by hovering over them within Outlook, which will show the person's job title and team/department/area:

To mitigate the risk of a breach, you can disable the auto-complete function within Outlook, by clicking on 'File' then 'Options' and untick ☐ (To) eowoi2

Replying to or forwarding chains / 'reply all'

You should pay close attention

easy to inadvertently send an email to the wrong person when doing this, or to paste the incorrect material into an email and hit send.

Attachments

Attachments can present an additional and heightened risk in terms of personal data breaches originating from emails – for example, if an incorrect attachment containing personal data is included with an email, or if an incorrect recipient has access to an attachment containing personal data.

Please always double-check attachments and recipients before sending. There are also some additional measures that should be considered in relation to attachments:

Attachments containing a large volume of personal data and/or any amount of special category data* should be password-protected, and the password should be provided separately (either via another email or communicated verbally, e.g. by telephone).

If sharing documents containing personal data with internal colleagues, you should also consider linking to a secure location that only authorised individuals can access (e.g. a g: drive or Box folder with restricted access) rather than attaching documents to an email, where possible.

Group email lists (e.g. all staff within an area)

