



EMAIL AND DATA MANAGEMENT

Email is not a secure storage system and creates vulnerabilities for the organization, such as when sensitive information is maintained there.

Follow these steps to practice good email hygiene:

- 1. Purge unnecessary messages and attachments regularly.** If you do not need to keep the information for a business purpose or to adhere to the records retention schedule, fully delete it as soon as practicable.
 - ◆ *Remember:* Remove message duplicates from the Sent and Deleted boxes as well.
- 2. Move necessary messages/attachments to a secure data storage system.** Then fully eliminate those messages/attachments from the email account. This is especially important for messages/attachments that include sensitive information.
 - ◆ *Remember:* Remove duplicates from the Deleted and Sent boxes.
 - ◆ Secure locations to save messages may be your employer's document management or customer relationship management system or the private network drive. Check with your supervisor to learn where you should be saving necessary messages/ attachments.
 - ◆ Remember to review these securely saved messages at least annually to determine if you can delete them, either because they are no longer needed for a business purpose or have met their expiration date according the records retention policy.
- 3. Eliminate practices that create unnecessary duplication,** such as CC'ing yourself on a sent email. Saving messages in the email system to track work or as a personal backup creates more opportunities for threat actors to gain access and exploit the system or data. Retrain yourself to access the information in the secure location where you have moved necessary emails/ attachments.
- 4. Encrypt sensitive emails.** When you must use email to send or receive sensitive information, such as medical, personally identifiable or financial information and the like, be sure it is encrypted. This means that only the sender and receiver have credentials to open the message. See your supervisor for instructions on how to send encrypted email.

