

Freedom of Information Act 2000 disclosure log entry

Reference

22-23203

Date sent

24/10/22

Subject

Secure Mass Mailing System

Details of enquiry

1. what is the secure mass mailing system that has been implemented?
2. Is the mass mailing system used across the Trust, or only where sensitive communications are being sent?
3. has there been a reduction in data security incidents following implementation of the mass mailing system?
4. how was the decision reached to limit external email recipients to 50?
5. what is the software facility that ensures recipient identities are hidden?
6. is it only external recipients whose identity is hidden?
7. is the software facility used whenever emails are sent externally, or only for sensitive communications?

Response sent

1. what is the secure mass mailing system that has been implemented?
Pure 360
2. Is the mass mailing system used across the Trust, or only where sensitive communications are being sent?
The decision to use the platform is on a case-by-case basis depending on message and recipients, in line with Trust guidance
3. has there been a reduction in data security incidents following implementation of the mass mailing system?
Yes. There have been no further detected or reported data security incidents involving mass mailings since the incident in 2019.
4. how was the decision reached to limit external email recipients to 50?
Recommendation by the Data Protection Officer when the guidance was drafted
5. what is the software facility that ensures recipient identities are hidden?
The platform generates and sends a separate individual email to each recipient
6. is it only external recipients whose identity is hidden?
No. The platform generates and sends a separate individual email to each recipient, including internal recipients
7. is the software facility used whenever emails are sent externally, or only for sensitive communications?
The decision to use the platform is on a case-by-case basis depending on message and recipients, in line with local management guidance