

Service User use of Email for Communication

You have given your consent to share and receive information about your treatment by email. This relates to routine exchanges of information such as appointments, information about your condition and medication usage and non-urgent matters. Though all correspondence received by Cambridgeshire and Peterborough NHS Foundation Trust/Service is dealt with in accordance with the General Data Protection Regulation 2016, this level of confidentiality cannot be guaranteed once correspondence has left the Trust/Service in the form of an email.

The Trust/Service uses an encryption feature that allows us to exchange information securely with you [secure] and you can safely correspond back to us by replying from within the body of the email however, as emails travel over the internet we cannot guarantee that a message will reach you or how quickly you will receive it.

In addition Correspondence that is sent to you will be password protected with your Date of Birth in the format DD/MM/YY

Should you not wish to use the encryption feature we must advise you that this is not a secure method for transmitting confidential information over the internet and so we may limit the amount of information we send to you. We may also require you to sign a consent form

You need to be aware of the following risks:

- It is easy to misaddress an email, either by an incorrect email address being supplied, or by a typing mistake. Before the routine use of email, we will ask you to confirm the address that you gave us is correct.
- Email can be circulated, forwarded and printed and therefore uncontrolled copies may exist. Forwarded copies of an email may exist even after you have deleted your copy. This is especially of concern if you use Gmail, Yahoo or MSN as any unencrypted email is stored by those companies on servers, many of which may be outside the UK.
- Unencrypted email and text messages can be intercepted, altered, forwarded, or used without your knowledge. The messages can also be rapidly broadcast worldwide and be received by many intended and unintended recipients.
- Email and text messages are easier to falsify than handwritten or signed document. The lack of a signature or postmark makes it difficult to check where it has come from.
- Internet service providers such as Gmail, Yahoo or MSN have a right to archive and inspect unencrypted emails transmitted through their systems. In addition government legislation mandates that email contact details along with source and destination address are retained by internet service providers.

By entering into email or text correspondence with us you understand that:

- It is your request to use email.
- Emails will only be dealt with during normal business hours
- Email is not a totally secure system for sending and receiving information.

- The Trust/Service has no responsibility for information that leaves authorised National Health Service (NHS) networks at the request of yourself and therefore cannot guarantee the security of such information.
- The Trust/Service has no responsibility for equipment used by yourself to send or receive emails.
- You are satisfied that access to your system is secure and are aware of any shared email accounts and systems that you have in place.
- No emails with urgent messages will be sent by you or the Trust/Service.
- No time sensitive emails messages will be sent by yourself or the Trust/Service.
- If the Trust/Service wishes to send confidential information, it will be sent in an encrypted format and a test email will be sent to you for a response, unless you have made first contact with the Trust/Service.
- When you reply from within an email sent by us, your outgoing email back to the Trust/Service will also be secure,
- If you send a new email to us and do not reply from within the body of the email that we have sent you your email to us will not be secure.
- Emails may also be printed and stored in your clinical records.
- Once you receive the email containing your personal information you are responsible for the information and the Trust/Service takes no responsibility should you forward this information on to others.
- It is your responsibility to inform the service of any changes of my email address as soon as possible.
- You can change your mind at any time by contacting the Service
- Any decision by yourself or the Service to stop the use of email will be respected. Any resumption will therefore require a new Consent Form.