Email Security Policy

Policy #: TC-ITS-155 **Approved By**: Paul Hopingardner, County Executive, Technology & Operations
Version #: 1.4 **Effective Date**: May 30, 2015

Accountability & Responsibility

This policy is governed by the accountability and responsibility section found here.

Purpose

The purpose of this policy is to protect the confidentiality and integrity of sensitive information that may be sent or received via email.

Policy

Travis County will identify whether sensitive information is permitted to be transmitted over email and will secure all email transmissions of sensitive information whenever it is necessary.

Procedure(s)

Travis County recognizes that using email without the use of an encryption mechanism is an insecure means of sending and receiving messages. Travis County has implemented an encryption solution to secure all email transmissions of sensitive information.

General Email Requirements

1. Travis County email systems are intended for official and authorized purposes only.
2. Travis County considers email messages to be organization property. Therefore, email equipment operated by or for Travis County staff are subject to the same restrictions on their use as any other organization-furnished resource provided for use by members of the workforce.
3. Employees must use the Travis County email system for all official email correspondence.
4. Employees should have no expectation of privacy in the use of the email system.

Guidelines for Sending Confidential Information via Email

- The encryption solution must be used **only** when sending confidential information via email.
- Care should be taken to send only the minimum information necessary.
- Information about a patient (ePHI, PII, or CJI) in an organized set of records should be protected to the extent that a hard copy record is protected and disclosed only when required for authorized purposes.
- Consideration should be given to the sensitivity of the information and the potential for inadvertent disclosure.
- Verify name of recipient and email address.
- All emails with ePHI, PII, or CJI should contain the following notice*: "This electronic mail message, including any attachments, may be confidential or privileged under applicable law. This email is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient of this email, you are notified that any use, dissemination, distribution, copying, disclosure or any other action taken in relation to the content of this email including any attachments is strictly prohibited. If you have received this email in error, please notify the sender immediately and permanently delete the original and any copy of this email, including any printouts."*

Authorized Access to Email Messages

Email system administrators and others with special system-level access privileges are prohibited from reading electronic messages of others unless authorized by appropriate Travis County management officials. However, Travis County officials will have access to email messages whenever there is a legitimate purpose for such access, such as technical or administrative problems.

When email is not in use, users are to exit the software or lock their device to prevent unauthorized access.

The Chief Information Officer (CIO), or their designee, will be responsible for the following:

- Maintaining procedures and forms in support of this policy.
- Monitoring and enforcing workforce compliance with this policy.

Policy Revision

Version	Purpose/Changes	Editor	Date
1.0	Travis County Information Technology Services Information Security Policies Creation	Randy Lott	05/30/2015
1.1	Changed from evaluating encryption solution to implementing encryption solution in the procedure section. Adjusted the Guidelines for Sending Sensitive Information via Email section.	ITS Policy Committee	10/16/2015
1.2	Clarified use of encrypted email for transmitting confidential data only.	ITS Policy Committee	08/19/2016
1.3	Updated name of CIO	Randy Lott	12/18/2017
1.4	Updated policy number from 306 to 155 and updated approver's title.	Joyce Miller	11/20/2019