

February 2015

Introduction

The aim of this guidance is to provide examples of best practice using a variety of emails to demonstrate situations when a protective marking signature is necessary and when alternative email signatures that have no protective marking should be used. All names, email content, attachments, email addresses and telephone numbers used in the examples are false.

Example 1 – Emailing Case Information

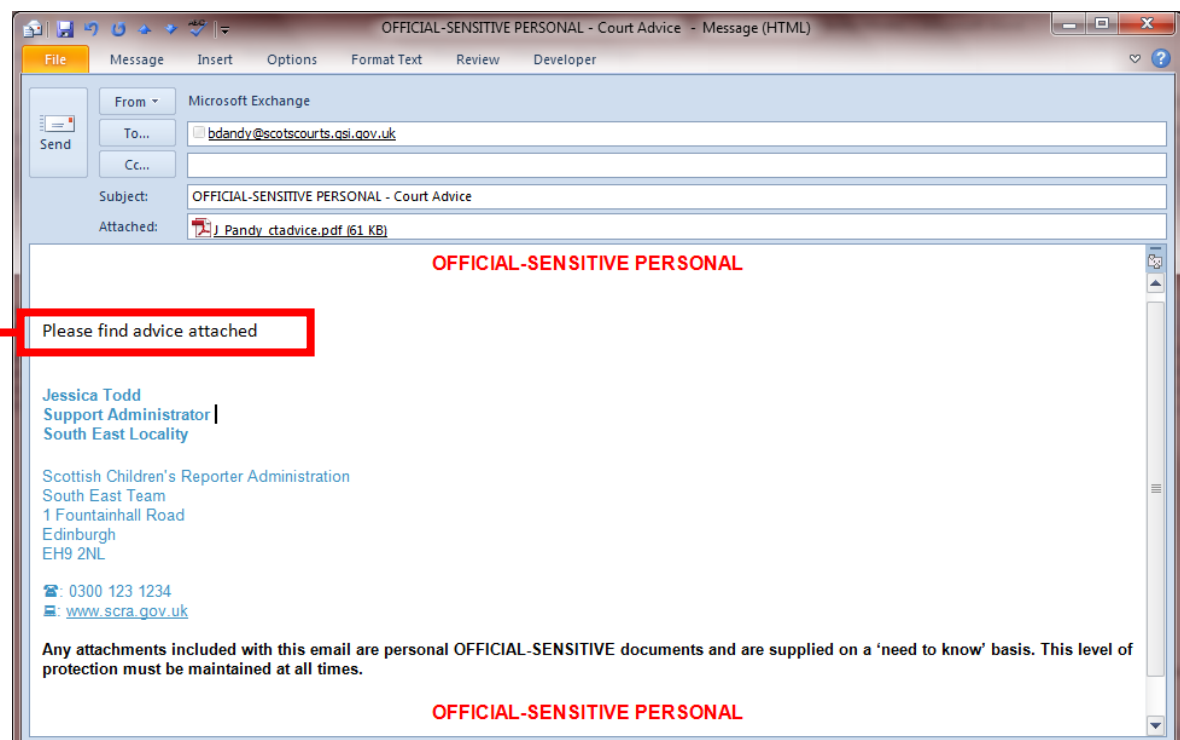


Figure 1: Emailing a child case file

In this example there is personal sensitive information in the attachment hence why the protective marking is required.

Any email message is to be inserted between the top protective marking and the sender's name as shown in the above example.

Note that in this example the message is within the email signature so any attempt to change the signature will delete the message text.

Internal emails containing sensitive staff information for example an attached sick line, would also necessitate the use of this protective marking signature.

Examples of Good Practice

Example 2 – Emailing Commercial Sensitive Information

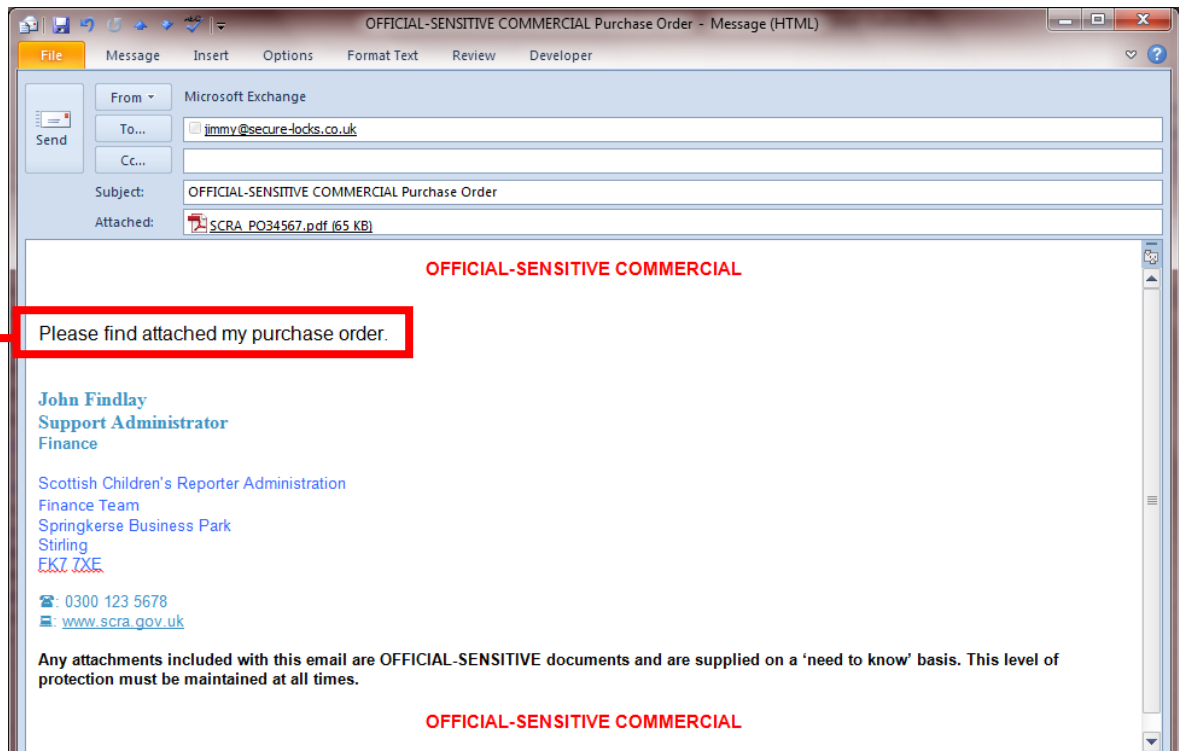


Figure 2: Commercial Sensitive Email

In this example the commercial sensitive information is in the attachment hence why the protective marking is required. The protective marking would also be required if commercial sensitive information is within the message part of the email without any attachments.

Example 3 – General Email

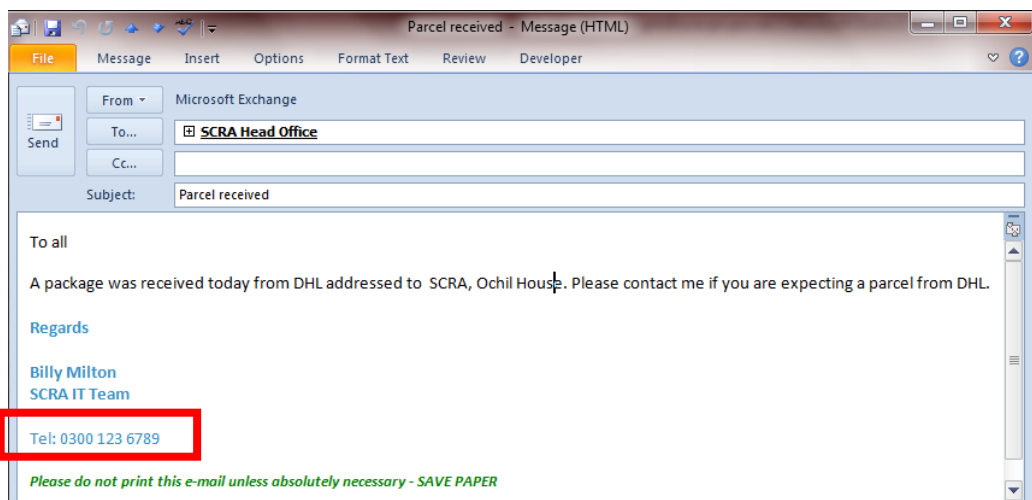


Figure 3: General Email

In this example there is a need to provide a contact number so the parcel owner can make contact if off-site. If a brief signature is prepared in advance it can be selected when drafting this email. There is no need for a protective marking as there is no sensitive data being sent.

Examples of Good Practice

Example 4 – General Business Email

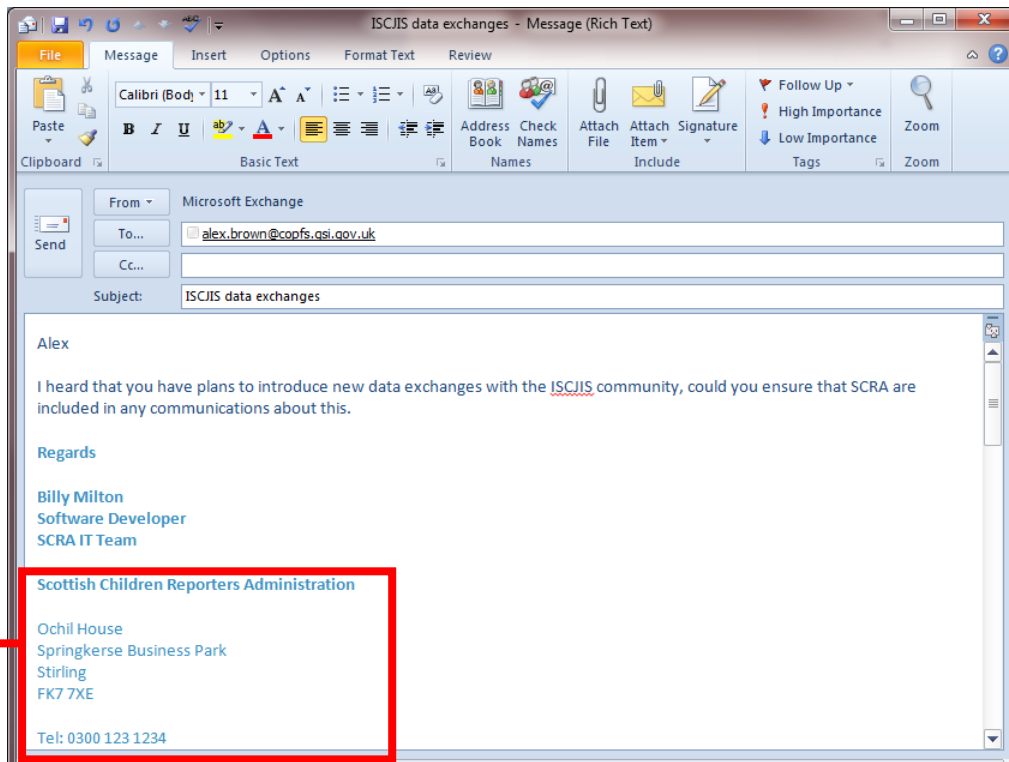


Figure 4: General Business Email

In this example there is a need to provide full business contact details so if a Business signature is prepared in advance it can be selected when drafting this email.

Common Faults

Often staff put the message above the **OFFICIAL-SENSITIVE PERSONAL** marking when it should be placed below the marking as illustrated in Figure 1. The standard message format for composing emails is to be HTML, not Rich Text. Users should check the [Protective Marking Emails](#) guidance to ensure this is set up correctly.

Signatures

The detail on how to create the different types of signatures used in the examples can be found in the [Protective Marking Emails](#) guidance. This document demonstrates how to select any of the predefined signatures when drafting a new email and how to set up your default signature. The signature that you use most often should be set as your default signature, for operational staff this should be the **OFFICIAL-SENSITIVE PERSONAL** signature.

It is good practice to select the signature prior to drafting your email.

Templates

The templates supplied can be copied and edited to simplify the creation of your own set of signatures. These templates are created in accordance with the [Email signature](#) provided within SCRA's Style Guide.

Examples of Good Practice

OFFICIAL-SENSITIVE Signature Templates

OFFICIAL-SENSITIVE PERSONAL

<Message>

<Name>

<Job Title>

<Team/Locality>

Scottish Children's Reporter Administration

<Head Office / Locality Address>

<Head Office / Locality Postcode>

☎: 0300 200 XXXX

💻: www.scra.gov.uk

Any attachments included with this email are personal OFFICIAL-SENSITIVE documents and are supplied on a 'need to know' basis. This level of protection must be maintained at all times.

OFFICIAL-SENSITIVE PERSONAL

Please do not print this e-mail unless absolutely necessary - SAVE PAPER

OFFICIAL-SENSITIVE COMMERCIAL

<Message>

<Name>

<Job Title>

<Team/Locality>

Scottish Children's Reporter Administration

<Head Office / Locality Address>

<Head Office / Locality Postcode>

☎: 0300 200 XXXX

💻: www.scra.gov.uk

Any attachments included with this email are commercial OFFICIAL-SENSITIVE documents and are supplied on a 'need to know' basis. This level of protection must be maintained at all times.

OFFICIAL-SENSITIVE COMMERCIAL

Please do not print this e-mail unless absolutely necessary - SAVE PAPER

Examples of Good Practice

General Business Signature Template

<Name>
<Job Title>
<Team/Locality>

Scottish Children's Reporter Administration
<Head Office / Locality Address>
<Head Office / Locality Postcode>

☎: 0300 200 XXXX
💻: www.scra.gov.uk

Please do not print this e-mail unless absolutely necessary - SAVE PAPER

Internal Signature Template

<Name>
<Job Title>
<Team/Locality>

☎: 0300 200 XXXX
💻: www.scra.gov.uk

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If you have any queries with regard to the marking of emails please contact
[Bruce Knight](#)