

# SUPPORT FOR CHARITIES

## Protecting Data when Communicating through Email



Charities may consider the following tips to secure personal or sensitive data when communicating through emails.

# 1

### Ensure data to be sent is correct

- Check to ensure the right documents and/ or right data are attached or embedded before sending the email.

# 2

### Ensure destination address is correct

- When sending mass emails, consider using mailing lists to avoid manual data entry errors.

# 3

### Ensure only the relevant data is disclosed to the recipients

- When sending mass emails, place recipients' email addresses in 'bcc' field to avoid disclosing their addresses to all other recipients of the email.
- Consider whether it is necessary to send the entire set of data to all recipients and whether the relevant data can be extracted instead.



## Additional Measures

Charities are also encouraged to implement the following measures to minimise the risks and impact of any accidental disclosure of personal data to the wrong recipients.



### Secure sensitive personal data before sending

Documents that contain sensitive personal data should be secured with passwords before being sent. The password should be sent separately.



### Use notices in communications

Include a notice in all emails to warn recipients against unauthorised use, retention or disclosure of data, and to inform the recipients to delete and notify the organisation immediately if the email was not intended for them.

For more information, charities are encouraged to visit [www.pdpc.gov.sg](http://www.pdpc.gov.sg) by the Personal Data Protection Commission and [www.gosafeonline.sg](http://www.gosafeonline.sg) by the Cyber Security Awareness Alliance (Singapore)