



## **Email Privacy FAQs**

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## Email Privacy FAQs

### Basics

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#### **What is an address “outside UM?”**

Any address that does not end in miami.edu is considered an outside address. There are also some email systems within the University, maintained by particular schools or departments, that are not yet part of the encryption process and so are considered outside.

#### **What content is "sensitive" enough to require encryption?**

In general, you should consider any information about the operations of the University to be sensitive, whether it involves clinical, research, educational or administrative activities. Health, education or financial information that is associated with identifiable persons is considered particularly sensitive, and protected by federal and private requirements (e.g., [FERPA](#), [GLBA](#), [HIPAA](#), [PCI](#)).

You can read the [UM Data Classification Policy](#) for guidance on data sensitivity. If you are not sure about what qualifies as sensitive data in your work environment, ask your supervisor.

#### **How does this system know an outbound message has CCNs, MRNs, or SSNs?**

The encryption utility examines each outbound message, scanning for patterns of numbers and words that, according to its rules, suggest such content. This is similar to how the spam utility inspects inbound messages for suspicious content.

#### **UMail emails are encrypted, but do I need to encrypt email that goes to a UM address at another campus?**

This is a harder question. In general, UM addresses are safe destinations because email is encrypted as it travels between campuses and within the major UM email systems. However, not all UM email systems are encrypted. In addition, many people use @miami.edu email aliases that forward email to external systems.

As a general rule, if the information seems particularly sensitive, encrypt it until you can confirm that the address at the other campus is secure.

#### **What about email traveling to other health or education facilities?**

In general, any message with sensitive content that is going to an external address should be encrypted.

## How-Tos

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### What do I need to do to secure my email?

		RECIPIENT			
		Office 365	Med	Other UM*	Outside+
SENDER	Office 365	No action required	No action required	Action required*	Action required+
	Med	No action required	No action required	Action required*	Action required+
	Other UM*	N/A	N/A	N/A	N/A
	Outside+	N/A	N/A	N/A	N/A

+ *Gmail, Yahoo, AOL, et cetera* – see question “[How do I tell Email Privacy that I want a message encrypted?](#)”

### How do I tell Email Privacy that I want a message encrypted?

Insert “[secure]” in the subject line, without the quotes, as in the example to the right. Any recipient with an address external to UMail or Med will receive an encrypted copy of that message.

Note that this addition to the subject line has no effect for recipients with UMail or Medical Campus Exchange accounts. Encryption occurs automatically for them (but transparently, so you do not notice it).

Please visit [How to Send and Open a Secure/Encrypted Email](#) to review the whole process.

### How will I know that encryption of my email has occurred?

You will receive an email notification message indicating that an outbound message has been encrypted, and indicating the recipient(s) for whom it has been encrypted.

### What do recipients have to do to "un-encrypt" my message?

Please visit [How to Send and Open a Secure/Encrypted Email](#) to review the whole process.

Most people find the decryption process easy, but not everyone. You can refer correspondents to [UMIT Service Desk](#) for additional information.