Emailing Hull City Council Securely

The purpose of this guide is to inform our partners and customer of what methods are available for sending personal data securely via email. If you have any questions about secure email after reading this, please contact the Information Governance Team on information@hullcc.gov.uk.

1. Are emails that I send to a normal hullcc.gov.uk address secure?

If your email address is on the list below then yes. This is because our IT team have carried out some specific analysis and have enforced TLS encryption between us– meaning our emails to and from these addresses are secure. We anticipate that more organisations will be added to this list so please keep checking it periodically.

Please let us know if you are an organisation who regularly emails us but are not listed.

Local Authorities	Police	NHS	Other
Barnsley.gov.uk	Humberside Police (name@ humberside.pnn.police.uk	All nhs.net accounts (name@nhs.net)	Animal and Plant Health Agency (apha.gov.uk)
Bradford.gov.uk	West Yorkshire Police (westyorkshire.pnn.police.uk)	Bradford district Care Trust (bdct.nhs.uk)	Cafcass (cafcass.gov.uk)
Calderdale.gov.uk			Courts (justice.gov.uk)
Cravendc.gov.uk			DEFRA (defra.gov.uk)
Doncaster.gov.uk			DWP (name@dwp.gov.uk)
Eastriding.gov.uk			General Register Office (gro.gov.uk)

Featherstone-tc.gov.uk			Government Legal Department governmentlegal.gov.uk
Hambleton.gov.uk			HM Prison Service (hmps.gsi.gov.uk)
Harrogate.gov.uk			Home Office (homeoffice.gov.uk homeoffice.gsi.gov.uk)
Leeds.gov.uk			Health and Safety Executive (hse.gov.uk)
Kent.gov.uk			Information Commissioners Office (ico.org.uk)
Kirklees.gov.uk			Ofsted (ofsted.gov.uk)
Nelincs.gov.uk			Parliament (parliament.uk)
Northyorks.gov.uk			Public Guardian (publicguardian.gov.uk)
Richmondshire.gov.uk			Public Health England (phe.gov.uk)
Rotherham.gov.uk			National Offender Monitoring Service (noms.gsi.gov.uk)
Scarborough.gov.uk			Valuation Office Agency (voa.gsi.gov.uk)
Selby.gov.uk			Yorkshire and Humber Local Authorities Employers' Association (yhemployers.org.uk)
Sheffield.gov.uk			
Telford.gov.uk			

2. I am not on the list, are emails that I send to the Council secure?

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government guidance on email security. Encrypting personal data whilst it is being transferred from one device to another provides effective protection against interception of the communication by a third party whilst the data is in transfer.

We recommend that if you want to send personal information to us via email and are concerned about security; find out whether your email provider uses TLS by default, otherwise it may be an unsecure method. Most webmail such as Gmail and Hotmail use TLS by default but it's a good idea to check for yourself before emailing. There are efforts to design and implement a secure email protocol however there is still currently no universally-adopted method for sending email securely.

3. What happened to Government Connect accounts?

Central government are no longer providing the Government Connect Secure Xtranet service and this will be turned off from 28 February 2020. We are therefore arranging with our regular external contacts how we will be emailing them and checking whether their email addresses are staying the same or changing due to government connect termination. The email address name@hullcc.gcsx.gov.uk will no longer be valid from 28 February 2020 so please do not send any emails to these types of addresses.

3. Are there any other secure methods that can be used?

The Council currently has 2 other secure email options which we can use when emailing personal or confidential information to anybody who is not on the list above.The two current secure email options are:

1. Avco SFX (commonly referred to as SFX)
2. SecurEnvoy (also known as SecurMail or Send Secure)

4. If the Council sends me an email via SFX, what should I do?

If you receive an email invitation from the Council requesting that you log onto SFX in order to view the secure email we have sent to you, please follow the instructions given. Simply visit the website and click on the REGISTER button on the Log On page. You will be asked to enter your email address, create a password (with password confirmation) and a four digit PIN (Personal Identification Number). Please remember these details for future entries or password resets. Passwords must be at least ten alphanumeric characters long. You will then be sent an email asking you to click a link to verify your email address.