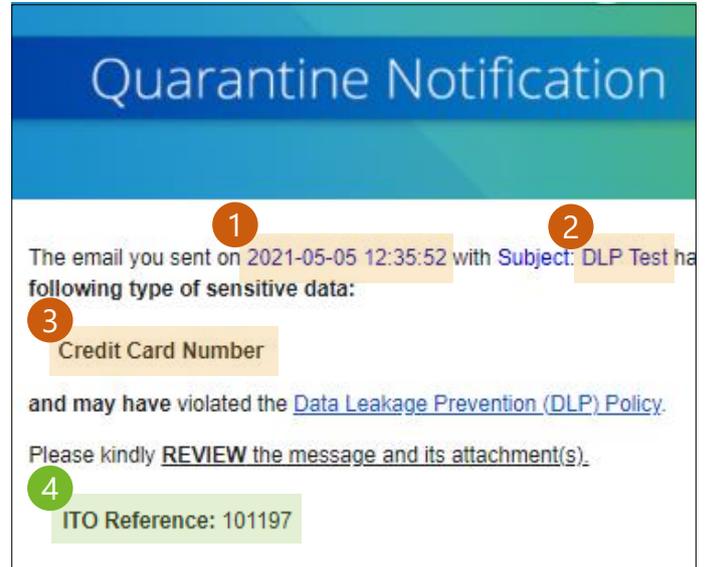
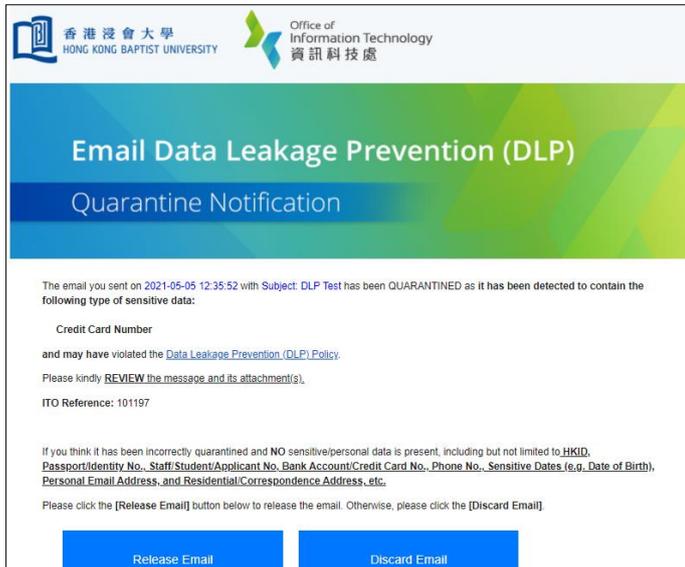


What shall I do after receiving the 'DLP Quarantined Email' notification?

REMINDER Don't present any UNENCRYPTED sensitive or personal data within email communication.

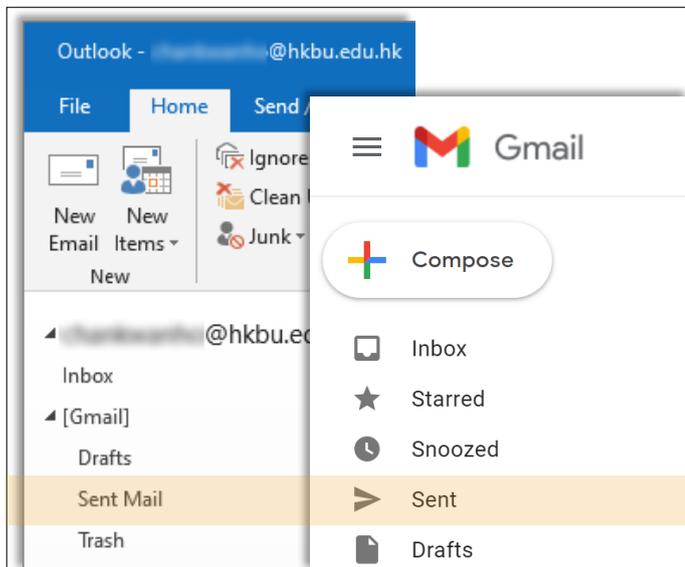


1 You will receive an email notification if the message is suspected to contain excessive amounts of **unencrypted sensitive or personal data**.

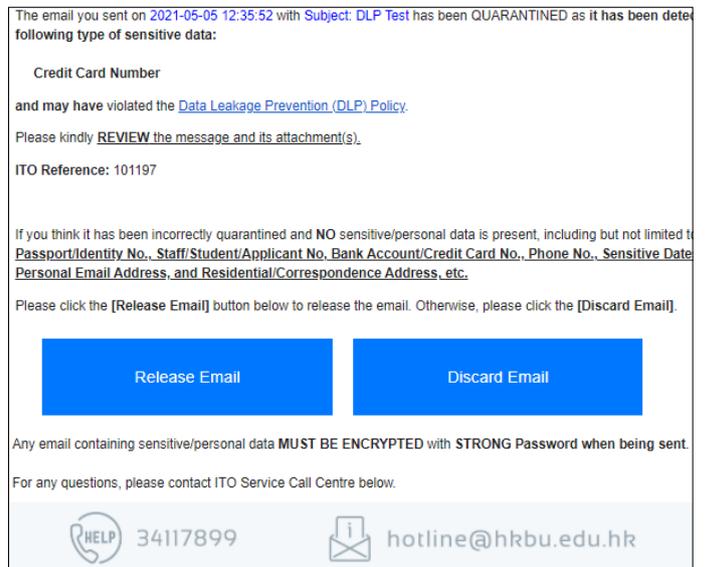
! Only the emails **delivered** from your University email account, i.e. SSOid@hkbu.edu.hk, will be affected.

2 To identify the quarantined email, please note:

- ① Sent Date and Time,
 - ② Email Subject,
 - ③ Suspected Type of Sensitive Data and
 - ④ ITO Reference
- on the email notification.



3 Review the quarantined email in the "Sent" / "Sent Mail" folder of your email account for existence of **all types of sensitive/personal data** mentioned in the email notification.



4 Click **Release Email** > **Confirm 'Release'** to continue or **Discard Email** > **Confirm 'Discard'** to abort sending the message. You will then receive another notification after the email has been released or aborted successfully.

! To **resend** the discarded email, make sure you have removed (or encrypted) all sensitive or personal data first.