

# Email Diversion Procedure

LSE sometimes needs to manage email by diverting email from particular individuals to a specific team. This procedure sets out when and how this can happen.

## Why might we need to divert email?

The emails referred to by this procedure are not spam and do not contain malware, both of which are dealt with by automated procedures.

The reasons we might need to divert email, some of which have happened before include:

- The individual concerned has exhausted the School's complaints procedures but may still make Freedom of Information or Subject Access Requests.
- The individual concerned is showing signs of mental health issues that include sending multiple emails to multiple and unconnected parts of the School.
- Repeated emails of a distressing or offensive nature, which nevertheless may require response, monitoring and / or management.

## Email Diversion Procedure

1. An individual whose email needs redirection has been identified.
2. This is raised with the Legal team in Secretary's Division and/or Cybersecurity in DTS and/or Security in Estates.
3. Where necessary, these three teams will liaise with each other to determine if email diversion is required. The decision relating to email diversion would be logged with the Information Rights team.
4. Cybersecurity will request the redirection from the Platforms Team, likely to [Glpd.Info.Rights@lse.ac.uk](mailto:Glpd.Info.Rights@lse.ac.uk) unless another email address is more appropriate e.g. Disability and Wellbeing Service or another member of the Legal team.
5. Redirected emails will be reviewed by the new recipient for any information requests or other potential legal requirements for response.
6. If the redirection is no longer needed, Cybersecurity will be informed by the team/staff member receiving the redirected emails, and the redirection removed.

## Review schedule

Review interval	Next review due by	Next review start
3 years	31/01/2027	01/01/2027

## Version history

Version	Date	Approved by	Notes
1	15/01/2024	IGMB	

## Links

Reference	Link

## Contacts

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## Communications and Training

Will this document be publicised through Internal Communications?	<b>Yes/ No</b>
Will training needs arise from this policy	<b>Yes/ No</b>
If Yes, please give details	