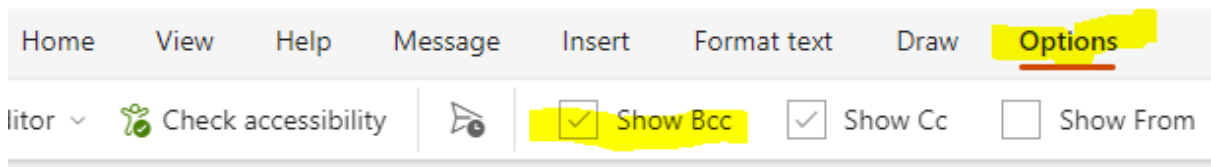


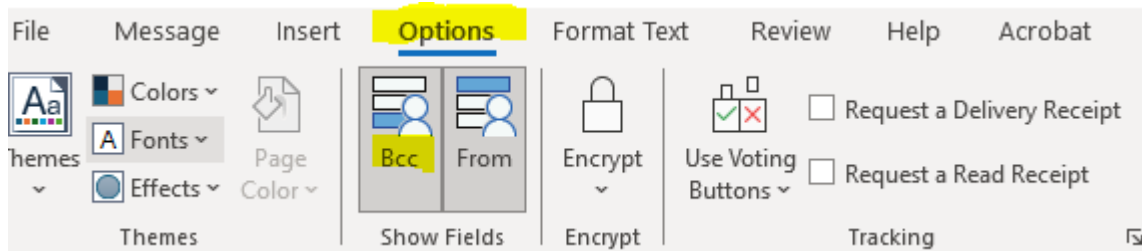
Email communication checklist:

- **You should only send out emails on behalf of the MS Society if you're a current volunteer who's completed our data protection e-learning module 'GDPR – Keeping Data Safe'.**
- **When emailing multiple people, use the 'BCC' (Blind Carbon Copy) line – never the 'To' line or the 'CC' line.**
This prevents disclosure of email addresses to others. If, when starting an email, you can't see the 'BCC' line, you can find it under Options in the top menu bar.

In Outlook 365:



In Outlook on desktop:



- **Send from an official MSS email account.**
This avoids confusion about legitimacy and means that any replies including personal data go to a secure account.
- **Check that the people you have added as recipients are the correct people to receive the information.**
This is because some names are very similar and autofill can populate the wrong name!

- **Tidy up your auto-fill fields by clicking on the 'X' to remove old emails.**


From ▼ volunteercomms@mssociety.org.uk


To meeting room charcot

Cc

Bcc

Subject

 Meeting Room Charcot
MRCharcot@mssociety.org.uk ✕



We recommend using the distribution lists by clicking on the 'To' or 'BCC' rather than directly typing for auto-fill assistance.

In Outlook 365:

Add recipients

Bcc Select recipients to add

My Contacts

Contacts




Suggested Contacts

Default Global Address List

All Rooms

All Users

Search this list of contacts

	Meeting Room Charcot MRCharcot@mssociety.org.uk	+
	Meeting Room Mills MRMills@mssociety.org.uk	+
	Meeting Room Octopus MROctopus@mssociety.org.uk	+

In Outlook on desktop:

From ▼ volunteercomms@mssociety.org.uk

To

Cc

Bcc

Subject

Select Names: Search Results - Offline Global Address List

Search: All columns Name only Address E

meeting room charco → ✕ Search R

Name	Title
Meeting Room Charcot	

If you're a volunteer in one of our local groups:

- **Use an up-to-date contact list every time you need it.**
Use a new list each time you send out a newsletter, or similar, and at least every 28 days.
(Jan 2024 – [See information here about how to access your group's latest contact list.](#))
- **Ensure that group contacts data is kept on MS Society approved systems.**
Please send any updates and consents received to our Supporter Care Team (supportercare@mssociety.org.uk).
- **Delete the list after use** (at least every 28 days)
This ensures that the list you use is up to date and you're not contacting anyone who's asked to stop receiving information or to be deleted.
- **Include an unsubscribe message at the bottom inviting people to reply if they no longer wish to receive the newsletter or group communications.**
We must give an easy way to unsubscribe with **every** 'marketing' communication. Some newsletter and other content counts as marketing, and we need consent to send these marketing emails.

To find out more, please [see our information on handling data](#).

If you still have questions, we recommend speaking with your staff contact in the first instance — but you're welcome to contact datagovernance@mssociety.org.uk directly if you prefer.