

Cognus and protecting your information

Cognus must ensure that confidential/sensitive information is sent and delivered safely and securely. When using email, this will be supported by effective encryption software, ensuring personal information is protected. Cognus can, therefore, make sure that your sensitive and confidential information (families and children and young people) is securely transferred via email. Using encryption software will also minimise the impact of any data breaches, any errors in sending sensitive data and provides the facility to ‘recall/revoke’ information which has been sent in error.

Cognus will also use encryption software to ensure we are:

- i) Compliant with the Data Protection Act and the General Data Protection Regulation(s);
- ii) Compliant with the contract we have with the London Borough of Sutton;
- iii) Delivering sensitive information in line with best practice, and;
- iv) Using an industry lead software solution for encryption as recognised by the Information Commissioners Office and other government departments;

Egress is the software that Cognus has chosen to use to fulfil a secure transfer of sensitive information via email. It has been proven to be one of the most effective products and is also one of the easiest to use with a simple download of software to access emails/information.

Cognus will therefore as a rule, always protect your information by sending emails encrypted by Egress. In addition, Cognus encourages the use of a personal email address. The personal email address is important because of the opportunity which employers have to view the content of emails that their staff receive.

Where families do not have access to email OR have challenges with receiving information in electronic formats OR wish to ‘opt-out’ of receiving encrypted emails Cognus will make arrangements to send information via a method that is acceptable to you.

Any requests to remove encryption for the sending of sensitive/confidential information must be confirmed/made in writing.

If you have any further questions, please do not hesitate to contact our team via: enquiries@cognus.org.uk

