

Fax Confidentiality and Security



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1. Sending Faxes

The first page of each fax transmission should be a departmental fax cover page which should include the University logo, University name, department name, address, contact information, transmission date and time, and number of pages including the cover sheet and the University standard confidentiality statement:

This transmittal and any attachments may contain confidential, privileged, or sensitive information and is solely for the use of the intended recipient. If you are not intended recipient, you are hereby notified that you have received this transmittal and any such attachments in error and any review, dissemination, distribution or copying thereof is strictly prohibited. If you have received this transmittal and any attachments in error, please notify the sender and immediately destroy the message and all its attachments. Any opinions herein expressed may be those of the author and not necessarily of Valdosta State University. The University accepts no responsibility for the accuracy or completeness of any information herein contained.

- a. The sender must limit the information transmitted to the minimum necessary to meet the requestor's needs.
- b. For confidential documents, all pages, including the cover page, must be marked confidential before they are transmitted.
- c. The sender must make reasonable efforts to ensure the fax is sent to the correct destination. The sender must verify the fax number before sending the fax and verify the recipient's authority to receive confidential information. Frequently used numbers should be programmed into the fax machine to prevent misdialing errors. After a number has been programmed, a test fax must be sent to the new number and receipt of that fax must be verified before confidential information is transmitted using the programmed number.
- d. A sender must report any misdirected fax to the Privacy Officer immediately.

2. Receiving Faxes

- a. Each department is responsible for ensuring that incoming faxes are properly handled. A fax should not be left sitting on or near the machine, but rather should be distributed to the proper recipient expeditiously while protecting confidentiality during distribution, such as by sealing the fax in an envelope.

