

How do I ... Send Hard Copy Information Securely

Sharing hard copy information is vital in some circumstances, for example it is a statutory requirement. When sending hard copy data it is vital that the correct method is used and that it is addressed to the right person. A failure to do so can cause serious harm or distress. If in doubt always speak to your line manager, Departmental Knowledge and Information Manager (DKIM) or Information Asset Owner (IAO) whose details can be accessed from the [‘IAO, DKIM or KIMS Group Representative List’](#).

Sending hard copy information to a third party (customer, other public sector organisation, business etc) or to another Welsh Government building:

OFFICIAL

General correspondence can be sent using a standard postal service using a single envelope with the sender’s name and address on the reverse (or an alternative return address). There is no need to display a protective marking.

OFFICIAL-SENSITIVE

- Double wrap the documentation in two envelopes.
- The outer envelope should display the:
 - i) Full recipient name and address
 - ii) Sender’s name and address (or an alternative return address, in case of loss or damage in transit)
- The inner envelope should include the:
 - i) Sender’s name and address (or alternative return address);
 - ii) Full recipient name and address
 - iii) Protective marking
- Undertake a double check - get another member of staff to double check the information being sent and the envelopes.
- Ensure you follow your Department’s local procedure where specific rules have been applied to certain types of documents.
- Use a suitable [‘track and trace’](#) mail service.

Sending hard copy information within the same Welsh Government building OFFICIAL and OFFICIAL-SENSITIVE

Although most Welsh Government staff are currently working from home, if you and the recipient are in the office then:

- The documentation should be placed in a single envelope / traveller clearly displaying the recipient’s name and location within the building.
- If the contents are OFFICIAL-SENSITIVE ensure the envelope clearly displays the protective marking.