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E: Mark.Collins@scotland.gsi.gov.uk

Becky Dwyer
dwyerb010201@hotmail.com



Your ref: dwyerb010201@hotmail.com

Our ref: FOI/12/00726
May 2012

Dear Becky,

Thank you for your request of 3rd May 2012 submitted under the Freedom of Information (Scotland) Act 2002 (FOISA) for email blocking. You asked for information regarding:

'how widespread this problem is, and what areas it effects. My emails were regarding the topic of pornography, but what other topics are at risk for the same problem?

1. After the emails have been quarantined, how long is it before the emails are automatically deleted? (if that is indeed the case);
2. You mention emails are filtered for "potentially inappropriate content". Can you provide a clearer definition of that, preferably with some examples?;

Once an email that has been sent to the Scottish Government has been quarantined the recipient is immediately alerted. Depending on the content, the recipient can either request that the message be released by contacting the IT Helpdesk or can release the email themselves. Quarantined messages are held for a maximum of 90 days.

Email content is quarantined for a number of reasons, including but not limited to:

- Emails which contain software attachments that could infect the Scottish Government network with a virus.
- Emails where the content cannot be scanned by the system for whatever reason (e.g. password protected).
- Emails containing content that could be considered offensive (e.g. swear words, sectarian or racist terms etc).

If, for any reason, you are unhappy with this response to your request, you may ask us to carry out an internal review, by writing to the Director General Governance & Communities, R1 Spur, Saughton House, Broomhouse Drive, Edinburgh EH11 3XD (email: DGGC@scotland.gsi.gov.uk). Your request should explain why you wish a review to be carried out, and should be made within 40 working days of receipt of this letter. We will reply within 20 working days of receipt of such a request. If you are not satisfied with the result of

any internal review then you subsequently have the right to make a formal complaint to the Scottish Information Commissioner.

Yours faithfully

Mark Collins

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