



# London Borough of Hounslow

## **Why has the Council moved to digital mail?**

The objective of the digital mail project is to support the Council's work smart initiative. Under this project incoming physical mail is replaced with electronic copies sent to the end user / teams via email.

As part of the Corporate Services Contract, Liberata our delivery partners have agreed to support the Council's digital strategy by delivering a digital mail and print service for the Council. The advantages of receiving digital mail are that it

- enables staff to receive and send their mail whilst working remotely
- reduces the need for storage and operational space
- encourages a reduction in volume of traditional post into the Council with services shifting more online
- reduces costs for the Council and improves the time and accuracy of getting the correspondence to the recipient (member of staff) Liberata met with all the services within the Council and spoke to them to explain the new process.

Due diligence was followed throughout this process.

The Council sought sufficient assurances that all staff are trained in how to deal with digital mail and how confidential and sensitive mail will be dealt with under the digital mail process. The nature of the services provided by the Council is understood by Liberata as well as the types of correspondence each service receives.

If a service has indicated that their correspondence is confidential/sensitive and should not be opened by anyone other than a team member the mail is left in the mail room for the officer to sign and collect.

There are several services within the Council where the digital mail solution is not suitable for the nature of their business.

## **How long will we keep your information?**

The mail room does not retain any information regarding the mail received. No personal data is held by the mail room team.

The mail is received and is distributed or held in the mail room until it is collected.

The mail room is secure, and access is limited. At all times two officers must be present in the mail room.