

# Sending Confidential Email Messages

## Introduction

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### Personal Privacy



People have become hypersensitive about their privacy during the last few years. They now expect that their details will be used only for the purposes for which they have been provided and not shared by original trustees.

In Australia, the Privacy Act (Commonwealth) was recently amended to include private sector use of personal information eg, medical records retained by private practices.

There are now not only sound business reasons, but legal reasons why you should ensure the strictest standards of privacy are applied to personal information about which you are custodian.

Despite this, numbers of people using email unwittingly reveal the email addresses of people to whom they are sending their email.

This brief report shows you how to maintain client confidentiality when sending email to multiple addressees.

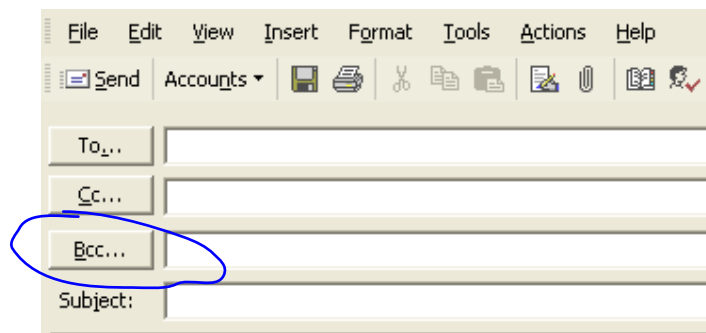
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## Email Programs

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### Specifications and Email Programs

When you buy or obtain an email program, make sure it has a 'Blind Carbon Copy (BCC)' feature as shown in this screen capture from Outlook Express 2002.



If your email client displays only the **To ...** and **Cc ...** boxes it may be that the Bcc feature IS available, but is simply not displayed. Try the View menu or Help menu to see if you can find a Bcc option.

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## Email Programs, Continued

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If you are distributing large quantities of email regularly as in say a newsletter (ezine) distribution, you will be better off getting a program designed for high volume mailings.

I use Group Mail which has an excellent free version and two professional, heavy duty editions. (I use Group Mail Pro because of its added features)



It is competitively priced and excellent value for money. If you would like to learn more, or buy a copy, click [here](#).

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### What is Bcc?

The term Carbon Copy is a hangover from the dim, dark ages before word processors when we used typewriters. To produce multiple copies of a document, one had to place a sheet of carbon paper between sheets of plain paper so that the type key impact on the top sheet would be copied to the second sheet (and any subsequent sheets).

It was a somewhat messy, but proficient process. When one wanted to send an original letter to one person and copies to several other people without showing each recipient who the other recipients were, a BCC annotation was made on the original. Each copy displayed only the name and address of the individual recipient, but the BCC notation on the original showed to whom the copies had been mailed. A BCC looked like this: Bcc: Mr Tom Jones, 14 Weaving Court, East Melbourne VIC 3000

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### How to Use Bcc

Some email programs allow you to enter email addresses into the BCC field and send them. When you do that each recipient receives your message, but the names of other recipients are not displayed.

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## Email Programs, Continued

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That is why they are called 'blind' – they are not seen.

Other email clients require at least one address in the To field before they will allow multiple recipient addresses in the BCC field. Test your email program to see what works and what doesn't.

If you need to make an entry in the To field, place your own email address in that field and everyone else's address in the BCC field.

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### Summary

When you send email messages to multiple addressees and you do not want each addressee to know who else has received a copy, use the Blind Carbon Copy field.

Test the program you use to see if it needs to have an addressee in the To field. If so, address it to yourself. (Surprisingly, email programs will usually allow us to email ourselves!)

By using the BCC feature you will be able to preserve the identities of those who are on your mailing list and also ensure that anyone receiving your email cannot email them.

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