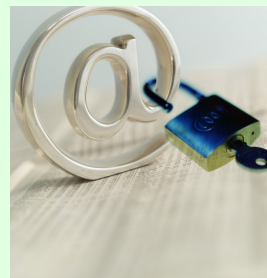


# Email Security for the Legal Profession



**The Law Society issued guidelines on email security in November 2005. The document states that:**



- Email, like other Internet applications, can be used in both secure and insecure ways. Firms should take the appropriate measures to safeguard their email communications.
- The most likely cause of confidential information being sent to the wrong person is human error—the sender types in the wrong email address, or your email software helpfully completes a partially entered name with the wrong recipient's name.
- Law firms that carelessly expose sensitive communications to these risks may be in breach of professional conduct rules regarding client confidentiality.

If you are dealing with a client with interests in the USA, then it is vital that you take into consideration the attitude of the authorities and law enforcement agencies in the United States. Email management, including archiving and retrieval, should be considered essential.

**The report recommends legal firms adopt systems that provide the facility for retrieving and decrypting encrypted incoming mail, and all outgoing email should be automatically encrypted.**

However, in dealing with third parties—whether corporate clients, other legal firms, or individuals—this raises the question of how you do this when you have no control over the systems, email software and encryption methodologies (if any) they are using.

At e-Solutions we believe you should take full control of your email communications. We offer comprehensive solutions to safeguard incoming and outgoing emails, archiving and retrieval, and the problem of incorrectly keyed addresses.

## A comprehensive email management solution

### Email encryption

e-Solutions have developed the Secure Email Service (SES) which makes sending secure, encrypted emails to anybody quick and simple—and as the sender you don't need to know anything about the recipient's choice of encryption system or email reader. You just know that your message is being encrypted and that you are not at risk!

At the heart of the system is the SES Centre which has a number of servers housed in a secure data centre. When a user registers with the service we enable them to choose how messages are to be received & what type of encryption key should be used.

SES is designed to support a wide range of users, from individuals up to large corporations & has the flexibility to meet the specific operational needs of these different types of users.

For individuals we offer client-based or clientless options for encrypting email messages.

For small & medium-sized firms, our Genie (an Email Encryption Appliance) plugs into an organisation's network and logically sits between the email server and firewall. Using preset rules the Appliance can encrypt or decrypt messages sent or received by the company. This approach means that there is no need for an organisation to install any desktop software and staff cannot accidentally forget to encrypt confidential emails.

Organisations, with high processing volume s processing, can optionally choose to install the software on their own server infrastructure.

### Identity Verification

e-Solutions, in partnership with Equifax, can provide an identity verification service which permits an individual's identity to be confirmed at a distance and in real time, without the inconvenience of physically producing a passport,



a driving licence etc. Once identity has been confirmed, then a digital certificate can be issued. This can be used to digitally sign emails & documents & for email encryption.

# EQUIFAX

The certificates are tScheme accredited – Equifax is the first & only online provider in the UK of authenticated certificates.

### Incorrectly addressed emails

Many organisations have found that an email sent in haste has gone to the wrong recipient.

Check'n'Send is a plug-in for Microsoft Outlook. Whenever you press "Send", a box appears asking you to confirm that the correct recipients are in the To, CC and BCC boxes. A simple but effective way to prevent embarrassment or breach confidentiality by sending an email to the wrong person.

### Archiving and retrieval

The Email Archiving Genie from e-Solutions is a cost effective & convenient way of storing all of your email correspondence. The device sits alongside your Exchange server & automatically archives all your email traffic. Its comprehensive search facilities enable rapid retrieval of emails.

**Further information** Please contact us for more detailed information on our range of email management solutions and how they can be tailored to meet your specific business requirements.

e-Solutions and Services UK Ltd  
Upper Linbrook Farm  
Needwood  
Burton-upon-Trent  
Staffs DE13 9PF

Phone: 0870 855 0631  
Fax: 0870 855 0639  
Email: [enquiries@e-solutions.uk.com](mailto:enquiries@e-solutions.uk.com)