



Samaritans in Spain E-mail Policy

Sending emails

All Emails should include the Legal Notice, together with the sender's name and position.

Receiving emails

- Trustees have generic emails set up according to their area of responsibility. Passwords for generic emails are kept in sealed envelopes in the Centre and will be passed on to the next holder of that position or opened in an emergency.
- Responsibility for dealing with generic email accounts will be as follows

Office1.spainsams@gmail.com		Admin
Drop-in. spainsams@gmail.com	-	Admin
Debbie.spainsams@gmail.com	-	Accountant

Replying to Emails – Others

- Weekdays - All emails should, where possible, be answered within 24 hours of receipt. If the sender requires an answer to a query that cannot be answered within this time frame, then an acknowledging email should be sent stating a time scale for the answer.
- Weekend and Bank Holidays - Friday – All emails should be answered by the recipient as soon as possible but must be within 72 hours. If the sender requires an answer to a query that cannot be answered within this time frame, then an acknowledging email should be sent stating a time scale for the answer.
- Anyone on holiday, sick or for any other reason that they are not available on email should set up an "Out of Office" that includes details of who to contact if the email is urgent.
- Regularly review and delete junk emails (spam). It is a bad idea to reply to spam as a response confirms that the email has been sent to a live address.

Reviewed: Oct 25

Next Review due: Oct 28

Storing incoming emails and replies

- Most emails can be deleted as soon as they are dealt with. All emails should be deleted within 3 months of receipt unless there is a business need to retain for financial or legal matters. This is in accordance with GDPR Policy.

Trustee e-mail addresses

president.spainsams@gmail.com

treasurer.spainsams@gmail.com

secretary.spainsams@gmail.com

igretail.spainsams@gmail.com

rnt.spainsams@gmail.com

welfare.spainsams@gmail.com

Old email accounts that have been archived:

igevents.spainsams@gmail.com

listenertraining.spainsams@gmail.com

listenerdelivery.spainsams@gmail.com

listeneroperations.spainsams@gmail.com

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