



# 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 by the Secretary and will be passed on to the next holder of that position.
- There are a number of shared email accounts eg [pat@samaritansinspain.com](mailto:pat@samaritansinspain.com)
- Responsibility for dealing with generic email accounts will be as follows

Pat@samaritansinspain.com	-	Duty Manager and a designated listener
Office.spainsams@gmail.com	-	Admin
Drop-in. spainsams@gmail.com	-	Admin
Accounts@samaritansinspain.com	-	Accountant
samaritansinfo@gmail.com	-	currently used by Richard

## Replying to emails - Pat@

- All emails should be answered by the Duty Manager or designated listener within 24 hours of receipt and within the core listening 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.
- If the query is specific to an area that the Duty Manager or Listener are not familiar with then the email **must** be forwarded onto the relevant Trustee for further action.

## 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.

#### 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

igevents.spainsams@gmail.com

listenertraining.spainsams@gmail.com

listenerdelivery.spainsams@gmail.com