

Compliance Matters...Important compliance issues that matter to all employees of Benedictine University.

quar.an.tine (kwŏr-ən-īt ēn) , n. A state of enforced isolation.

Have you received a notice that your email has been quarantined?

- As a part of Benedictine’s continuing effort to protect personal information, and to help reduce the potential for identity theft, all outbound email messages containing Social Security Numbers or Credit Card Numbers (or something that looks like one of them) are quarantined.
- Why? Most of the cases of quarantined outbound email result from a Benedictine employee replying to or forwarding an original email containing personal information without first removing the personal information.
- What to do if you receive an outbound email quarantine notice?
- **Do not release the message from quarantine without first reviewing the email for the presence of personal information.** If you find **no** personal information in the email, (either the original or your response), the quarantine is a “False-Positive” and you may release the email.
- **If you find** personal information like a social security number or credit card number in the email, (either the original or your response), **do not release the message from quarantine. Instead, go** back to your original sent email; delete all of the personal identifiable information that it contains; then send it to your recipient.

Everyone is responsible for Privacy and Information Security at Benedictine University.

If you have any questions about how to review or release quarantined emails, contact the Help Desk. For other questions relating this communication, contact Nancy Stoecker, Compliance Officer, Director of Internal Audit at (630) 829-6402.

Compliance Matters communications can be viewed on the **Compliance web page**.



For more information, visit us at
www.ben.edu/compliance.