
JiscMail and GDPR

Frequently asked questions

Last updated 31 May 2018

These questions have been developed from the questions we have received in our helpline so far, and will continue to be updated to reflect new questions and updates from our service team.

For recent news on JiscMail and GDPR read the OWNERS-ANNOUNCE archives at www.jiscmail.ac.uk/OWNERS-ANNOUNCE

Updates: 31 May 2018

Do I need to re-request consent?

If subscribers have opted into your mailing list, in response to a clear single question – then re-requesting consent is not required.

GDPR guidance on consent has focussed on marketing mailing lists, JiscMail provide discussion and announcement mailing lists - not marketing mailing lists.

To enable subscribers to remove themselves from your list(s) we have added an unsubscribe link to the bottom of emails sent to/from mailing lists (where this is not already configured).

How do I add an unsubscribe link to the bottom (footer) of every email?

JiscMail have applied a setting to include an unsubscribe link at the bottom of every email posted to/from your mailing list(s). However, if your list is already configured with a footer message (which may/may not be an unsubscribe link) then our change will not override this, and we can help you update this (if required).

What do list owners need to send to subscribers about GDPR and JiscMail?

We would like you to send the following 3 pieces of information to subscribers (by posting a message to your list(s))

1. Updated JiscMail service policies (these apply to everyone using the service):
<https://www.jiscmail.ac.uk/policyandsecurity/>
2. Mailing list privacy notice, the service default is at: <https://www.jiscmail.ac.uk/policyandsecurity/#5>
3. An explanation about how to unsubscribe from your mailing list, or a link to enable subscribers to unsubscribe

Do I need to re-request consent from every subscriber on my list?

It is the decision of list owners whether or not to contact subscribers to re-request/consent to list membership, however by doing so may mean you have another set of (personal) data to manage outside of the service.

If you feel you need it, then you could use JiscMail to manage this process (although a little cumbersome).

How? 1) Post a notice to the mailing list to explain what you're doing, and advise that all subscriptions will be removed 24hrs after the message is issued, and instruct subscribers to re-join your mailing list and include a link to the list subscription request form, which makes their job a lot quicker. 2) After 24hours remove all subscribers from your mailing list. 3) After the deadline your subscribers should re-subscribe to your mailing list and your list will be re-populated, subscribers joining the list again will receive a subscriber confirmation email from the service. Advantages: All subscriptions are managed through the mailing list (& list owners don't need to keep separate records); Subscribers are opting in to the mailing list; You can apply other settings to your list so that you are notified of all subscriptions and/or set an option on the list so that list owners need to approve all subscriptions. Disadvantages: You are relying on subscribers to remember to re-join your list after the deadline; If other JiscMail lists are carrying out the same process in the same way may it may result in a lot of emails for subscribers (members of several lists).

Do I need to tell subscribers anything about GDPR and my mailing list?

Yes. List owners have a responsibility to notify subscribers of their list membership and share any changes to JiscMail's service policies. We ask list owners to cascade relevant information from the JiscMail service's OWNERS-ANNOUNCE mailing list.

And we would suggest that list owners routinely send notices to their mailing lists to keep the list active, as well as reminding subscribers about the list, its settings, and how subscribers can remove themselves from the list. The contents of the default "subscription confirmation" email might be a useful template to use.

Where are JiscMail servers located?

JiscMail servers are located in the EU

Who are the data processors and data controllers?

Jisc are the data processors.

List owners are the data controllers.

What are list owners responsible for?

Anyone who registers to use JiscMail is required to use the service in line with our service policies:

<https://www.jiscmail.ac.uk/policyandsecurity/> the policies specific to list owners are described in section 4, <https://www.jiscmail.ac.uk/policyandsecurity/#4>

Do I need to change the permissions on my list so that only list owners can send messages?

No. JiscMail run two main types of mailing lists; discussion lists and announcement lists:

Discussion lists enable free flowing discussion and debate between subscribers (members of the list) and are set up to allow subscribers to post new messages, and reply to existing discussion threads. Some discussion lists have moderation settings, this means that messages are moderated (checked) by the list owner (or other admins) before being posted to the list.

Announcement lists are used to cascade information, news and updates to subscribers. These lists do not allow subscribers to post messages directly to them, and instead all communications are sent by the list owners, or other individuals named in the list settings.

If the settings for your mailing lists are working for you then there is no need to make changes. Any changes you make to these setting are likely to impact on the activity of your list and the contributions from your subscribers.

What is a privacy notice?

See: <https://ico.org.uk/for-organisations/guide-to-data-protection/privacy-notice-transparency-and-control/> Jisc, who provide JiscMail, have a privacy notice: <https://www.jisc.ac.uk/website/privacy-notice> and it describes how we process your personal data.

Do I need a privacy notice for my mailing list?

Yes. We recommend that mailing lists have a privacy notice, however to support list owners we have set up a default template for all mailing lists. This reads:

*Privacy notice for **LISTNAME***

*By using the **LISTNAME** your personal data (email address, name) may be used by the list owner to manage your membership, support you in using this mailing list, to identify problems or to make the mailing list better.*

*If you post messages to this mailing list, be aware that any personal data you share within your email (email address, name and signature information) may be visible to others. To check who else may view your message and personal data, check the mailing list archive privacy setting, which is displayed at [**www.jiscmail.ac.uk/**](http://www.jiscmail.ac.uk/)**LISTNAME**.*

Your email will continue to be subscribed to the mailing list until you ask the list owner, or JiscMail Helpline to remove your details. Any email messages you post to the mailing list will remain in the mailing list web-accessible archives, until you ask the list owner, or JiscMail helpline to remove these details.

Do I need to send the privacy notice to all subscribers of my mailing list?

Yes. The privacy notice should be issued to subscribers, who have not already received it or seen it.

When a new subscriber joins, or is added to your mailing list, the privacy notice is included in the contents of the "subscription confirmation" email which subscribers receive.

What are the contents of the "subscription confirmation" email?

The default contents are below.

!! Before you use this message you MUST edit the contents to make it relevant to your mailing list(s) !!

Where the word **LISTNAME** is used – you should replace this with the name of your mailing list

Where the word **PRIVACY SETTING** is used – you should replace this with the privacy setting displayed on your list homepage.

*You have been subscribed to the **LISTNAME** mailing list.*

Please save this message for future reference, especially if this is the first time you are subscribing to a JiscMail mailing list.

==== ABOUT JISCMAIL ====

JiscMail is a free mailing list service provided by Jisc www.jisc.ac.uk and supports UK education and research communities.

A mailing list is a managed email communication and collaboration tool, which supports groups of individuals who want to discuss, share, collaborate or debate a subject, topic or project. A mailing list has a unique email address and when an email is sent to the mailing list email address it's distributed to all of the members (subscribers), who receive a copy in their email inbox.

JiscMail host all mailing lists at @jiscmail.ac.uk and on www.jiscmail.ac.uk, however mailing lists are managed by individuals working in UK academic and research communities (known as list owners). List owners request the mailing list from JiscMail, once the list is created list owners are responsible for managing subscriptions, list configuration, and ensuring that messages posted to the mailing list are relevant, on-topic and appropriate.

We expect you to use the service in line with our service policy: <http://www.jiscmail.ac.uk/policyandsecurity/> Your use of JiscMail should be legal, relevant and should not upset people.

Jisc privacy information: Your name and email address is needed for us to manage your subscription to the JiscMail service. Jisc will use it, as described in our standard privacy notice at <https://www.jisc.ac.uk/website/privacy-notice>, to provide the service you've requested, as well as to identify problems or ways to make the service better. We'll keep the information until we are told that you no longer wish to subscribe.

==== YOUR SUBSCRIPTION TO THE LISTNAME MAILING LIST ====

*Every mailing list has a page on our website, known as the list homepage. The list homepage for the **LISTNAME** mailing list can be found at www.jiscmail.ac.uk/LISTNAME*

The list homepage provides basic information about the mailing list, using the service and, if configured, displays the list archives (a record of all of the email messages posted to the mailing list).

*Be aware that some mailing have publicly accessible archives, this means that all messages posted to the mailing list may be viewed by anyone on the internet. You can view the settings for the **LISTNAME** mailing list on the list homepage, www.jiscmail.ac.uk/LISTNAME*

*The **LISTNAME** mailing list is configured with **PRIVACY SETTINGS** archives, see <https://www.jiscmail.ac.uk/policyandsecurity/#6> for more information about what this means.*

*If you are unsure what the settings are for your list subscription(s) ask the list owner or JiscMail helpline *before* you start.*

=== Privacy notice for **LISTNAME** ===

By using the **LISTNAME** your personal data (email address, name) may be used by the list owner to manage your membership, support you in using this mailing list, to identify problems or to make the mailing list better.

If you post messages to this mailing list, be aware that any personal data you share within your email (email address, name and signature information) may be visible to others. To check who else may view your message and personal data, check the mailing list archive privacy setting, which is displayed at www.jiscmail.ac.uk/LISTNAME.

Your email address will continue to be subscribed to the mailing list until you ask the list owner, or JiscMail Helpline to remove your details. Any email messages you post to the mailing list will remain in the mailing list web-accessible archives, until you ask the list owner, or JiscMail helpline to remove these details.

==== MESSAGES FROM THE **LISTNAME** mailing list ====

Every time a messages is sent to the **LISTNAME** mailing list, you will receive a copy of the message by email. Top tip: If you find that you're receiving too many messages – you could set up a dedicated **LISTNAME** folder in your email inbox, or you can change your subscription settings to our daily digest.

Each mailing list has its own message sending permissions which determines who can send and reply to messages on the mailing list. If the list is used for discussions, then usually subscribers are permitted to send and reply to messages posted to the mailing list. To participate in a discussion you can just reply to an email from the mailing list, like you would with any other email exchange. Or to start a new thread, send a new email to LISTNAME@jiscmail.ac.uk If the list is only used for announcing news, sharing information and updates, then typically only list owners can send messages to the mailing list address. If you're unsure about message sending permissions you should check directly with the list owner who can be contacted at LISTNAME-REQUEST@jiscmail.ac.uk

==== REGISTER A PASSWORD ON THE JISCMAIL WEBSITE ====

If you don't have a login for the JiscMail website you can register a password here, <https://www.jiscmail.ac.uk/cgi-bin/webadmin?GETPW1=OWNER> Logging into the website enables you to manage your list subscription settings, view mailing list archives, find and join new lists, post messages, and more.

==== HELP & SUPPORT WITH YOUR SUBSCRIPTION ====

There are a few ways you can request help and support with your subscription: The list owner of the mailing list can be contacted at LISTNAME-request@JISCMAIL.AC.UK - the list owner is the best person to contact about the configuration of the list, the purpose/topic of the list, or if you have a problem with a message posted to the list. JiscMail have a helpline service, help@jisc.ac.uk or 0300 300 2212 who can be contacted Monday-Friday 07:00 - 00:00 about mailing list subscriptions, updating your email address, email delivery questions, and list management queries. You will also find a range of help and support information on our website, <https://www.jiscmail.ac.uk/help/>

==== HOW TO UNSUBSCRIBE FROM THE **LISTNAME** MAILING LIST ====

You can remove your subscription from the **LISTNAME** mailing list at any time by visiting: <https://WWW.JISCMAIL.AC.UK/cgi-bin/webadmin?SUBED1=LISTNAME&A=1> Alternatively you can ask the JiscMail helpline help@jisc.ac.uk or the list owner via LISTNAME-request@JISCMAIL.AC.UK

We hope you enjoy using the **LISTNAME** mailing list, and find it beneficial to your area of work/research/interests!

Kind regards

The JiscMail helpline team

www.jiscmail.ac.uk

My question is not listed here

If you have any other questions about JiscMail and GDPR, please email them to our helpline, help@jisc.ac.uk