**Christ Church with St Mary’s Swindon - Email Etiquette**

1. Addressees:
   1. Be mindful of who you are sending messages to, and why. If you are sending to one individual, and copying in others for information, it may be worth saying that at the beginning of the email
   2. Remember if you send an email to 10 people, they may each send a reply, and each reply may generate a response from each of the addressees – generating 100 emails
   3. Be careful adding names to addressees when replying. -there may be sensitive information further down the email string. Some people treat emails like old-fashioned mail, and delete the string, thereby sending only the message they have generated. (An alternative school of thought is not to do this, and save others the chore of finding the previous correspondence).
2. Salutation:
   1. Start with greetings by name to those you are addressing, eg Dear Andrew, Hi Andrew, or simply Andrew
   2. For multiple addressees, ‘Colleagues’, or ‘Friends’ e.g. may do as alternatives in names
   3. Sign off with your own name, either with a suitable salutation – ‘warm regards’, ‘every blessing’ etc, or not depending on context (a quick response in a long string may require only your name)
3. Content
   1. Always be respectful and courteous
   2. Try and be brief - long emails often don’t get read. If by necessity the message is long, perhaps mention the reason for that at the beginning
   3. Remember capital letters are seen as SHOUTING
   4. Be wary of responding quickly, especially in contentious situations. You may regret it. Sleep on it!
   5. Do not use email as a meeting place for discussion of ideas – pick up the phone or offer to meet. Email is great for sharing facts, but opinions can be misinterpreted.
   6. Read back what you have written, putting yourself in the place of the recipient.
   7. Be aware that as soon as an email is sent, it is in effect public property and you don’t know where it will end up. Don’t write anything you would not want seen on the front page of the Adver.
   8. Notwithstanding the above, emails may need to contain sensitive information. Make the reader aware of this immediately
   9. Be aware of personal data, and GDPR. Our GDPR representative is Stephen Grosvenor – [news@christchurchswindon.co.uk](mailto:news@christchurchswindon.co.uk) if you are unsure about the legality of your mailing lists or data.