



Mail Journal

Email 'Black Box' Recorder

Mail journalling is an extremely effective method for accessing every email an organisation has sent or received. Each year, the volume of emails continues to grow significantly across nearly all business infrastructures. This includes an increase in the number of emails, the average size of those emails, and their overall importance.

Mail Journal is a flexible, scalable, and high-performance email journalling solution designed to maintain compliance while seamlessly integrating with major mail platforms like Microsoft 365, Google Mail and many others.

GDPR Compliance

The General Data Protection Regulation (GDPR) is a set of regulations that applies to any business operating in or engaging with Europe. A good Email archiving system is essential for GDPR compliance as it helps to ensure that your emails are stored securely, managed appropriately and accessible when needed, all while protecting individuals' rights and minimising the risk of non-compliance.

Handle PII, support the 'Right to be forgotten'

Mail Journal ensures that all emails and attachments are securely stored, with strict control over data access. Most importantly, if GDPR requires you to delete an individual's Personally Identifiable Information (PII), Mail Journal allows you to efficiently locate and remove all associated data from both emails and attachments. Additionally, the system provides auditable proof that you have fulfilled the GDPR requirement, ensuring full compliance with the Right to be Forgotten.

Respond to Subject Access Requests without delay

Under GDPR, your business is required to respond to Subject Access Requests (SARs) promptly. Unlike many systems that rely on databases, Mail Journal stores emails as files organised by date, enabling much faster searches by narrowing down to more specific datasets. Its intuitive search interface further enhances efficiency, making company-wide searches up to 80% quicker, ensuring you can quickly locate and deliver the required information, meeting GDPR response time requirements.

To address these limitations and ensure comprehensive email retention and integrity, integrating a third-party archiving solution like Mail Journal is highly recommended.

Privacy by Design; a Secure, Audited Archive

GDPR mandates the principle of 'privacy by design' and Mail Journal perfectly aligns with this philosophy. Emails and data stored in Mail Journal's archive are immutable, ensuring that no information can be altered or lost. This guarantees the integrity of your email data, making it admissible in court as evidential quality data. Additionally, any deletion actions are fully audited, ensuring that proper procedures are followed, providing an added layer of security and compliance for your organisation.

Limitations of Microsoft 365 Email Services

Microsoft 365 (formerly Office 365) can only journal to an external address, which is essential for integrating third-party journalling and archiving solutions. Without a third-party journal archive, several key limitations exist:

- **No Tamper-Evident Emails:** Without enabling Litigation Hold permanently on all mailboxes, you cannot ensure that emails are tamper-proof, making it difficult to maintain email integrity.
- **Limited Access During Service Downtime:** If Microsoft 365 services experience downtime, you will lose access to emails on Litigation Hold or Live Emails.
- **Inability to Prove Email Authenticity:** If you deactivate Litigation Hold or In-Place Hold, you cannot prove that your emails are original and unaltered, unless you have Litigation Hold applied to all mailboxes permanently.
- **Email Retention for Departing Employees:** You cannot archive or retain the emails of employees who leave unless you continue to maintain their mailbox, posing a challenge for managing email retention after an employee departs.