

citi handlowy[®]

Secure e-mail communication



In accordance with our security policy and best market practices, we ensure that our communication with clients via email (especially containing confidential or proprietary content) is adequately secured. We strive to minimise the risk of potential unauthorised access or substitution of data. Therefore, we recommend that the following encryption tools be used:



Secure Email

- Thanks to using this mechanism both the message itself and the attached files are encrypted.
- It is used to send emails containing confidential, proprietary/sensitive data, including personal data.
- After verification, the addressee decrypts the message.



MTLS

- Provides automatic encryption of email communication between Citi's domain and client's domain.
- In this case, there is no need to further encrypt emails containing confidential proprietary/sensitive data, including personal data.

Below we would like to present the differences between the selected methods of encrypting email messages.

Secure Email

The addressee must complete a one-time registration process to receive messages sent using Secure Email.

Instructions on how to register and/or download the encrypted message by the recipient will be included in the first secure email received from Citi Handlowy.

The entire email, including attachments, is encrypted and the title has the word (SECURE).

An email sent in the Secure Email mode waits 60 business days to be downloaded, and when this deadline expires, it will no longer be available to download and read it.

MTLS

Any email sent between domains configured with MTLS is automatically sent encrypted.

To activate the service, client must complete an application form, which does not require signatures. Once the settings are made between domains, the email opens in the standard way.

The content of the message is displayed as regular text. The entire message, including attachments, is protected during sending.

The MTLS encryption method can only be applied between domains configured with Citi's domain.



Your CitiService Advisor will provide you with the details of the functionality and implementation of the selected email encryption methods.