What happens if I send or am sent Social Security or credit card number data in Gmail?

Tell Me

- At UNC Charlotte, per [Data Handling Guidelines](https://itservices.uncc.edu/oc/guidelines-data-handling), email being sent both from and to university accounts are scanned for Social Security and credit card numbers.
- Emails that are identified with a high confidence of containing this data will not be delivered to either UNC Charlotte or external email addresses.
- Senders will receive a Delivery Status Notification (Failure) message.

![Message not delivered](https://itservices.uncc.edu/oc/guidelines-data-handling)

The response was:

Your message cannot be sent because it appears to contain a Social Security Number - according to the Data Handling Guidelines available at [https://itservices.uncc.edu/oc/guidelines-data-handling](https://itservices.uncc.edu/oc/guidelines-data-handling) - SSNs cannot be sent through email. Please contact who you were emailing to discuss a sending alternative. Think this is in error? Contact the IT Service Desk at 704-687-5500 or [help.uncc.edu](http://help.uncc.edu).

Related FAQs

- What Google Apps are available at UNC Charlotte?
- How can I get removed from the ResearchStudyAnnouncement(2)-group emails?
- What is a filter and how do I create one in Gmail?
- What is Google Team Drive?
- What types of Generic Accounts are available for Gmail at UNC Charlotte?