

Dr Andrew Goodall
Ysgrifennydd Parhaol
Permanent Secretary



Llywodraeth Cymru
Welsh Government

Andrew RT Davies MS,
Senedd Cymru
AndrewRT.Davies@senedd.wales

11th April 2022

Dear Mr Davies,

I am writing to you in relation to your recent WQ84778 in which you asked Vaughan Gething MS, Minister for Economy:

What changes can the Minister undertake to ensure that messages from Welsh Government go into inboxes, given then I have been contacted by residents who advise that email updates from Welsh Government are going into spam?

As this is an operational matter for the Welsh Government, the Minister has asked me to respond.

Welsh Government's email system is configured in accordance with National Cyber Security Centre and Government standards to ensure our email messages are sent from verified and secure e-mail addresses. As part of our work to communicate with the public, providing confidence in the authenticity of Welsh Government's email messages is essential. Email 'spoofing' by malicious actors presents a real risk to both Welsh Government and the public, hence the need for technical counter measures which can – on rare occasions – lead to emails being classified as spam or junk.

We continually monitor the effectiveness of these technical counter measures and recent improvements with this process have seen the number of emails sent by Welsh Government and detected as SPAM by their recipients has reduced to 1.6%.

However, regardless of measures put in place by us, emails can sometimes be classified as spam or junk by a recipient's email service provider or settings on their own device and these are something over which Welsh Government has no control.



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Yours,

Andrew Goodall

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Ysgrifennydd Parhaol/ Permanent Secretary
Llywodraeth Cymru/ Welsh Government



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