



City and County of San Francisco  
Daniel Lurie, Mayor  
San Francisco Department of Public Health  
Daniel Tsai, Director of Health

## San Francisco Department of Public Health Office of Compliance and Privacy Affairs

### User Agreement for Exception to DPH Third Party Email Policy

Version: April 1, 2026

To help protect our patients, our services, and our network, San Francisco Department of Public Health (SFDPH) restricts access to Third Party Email (TPE) due to the associated security risks, including but not limited to, phishing attacks, lack of encryption, data exfiltration.

A third-party email service is any email platform **not owned, managed, or officially supported by the San Francisco Department of Public Health (SFDPH)**. This includes commonly used public or commercial email providers such as Gmail, Yahoo Mail, Outlook.com, Hotmail, and/or similar services.

SFDPH's Office of Compliance and Privacy Affairs (OCPA) developed this user agreement to efficiently receive and approve exceptions to our policy of not allowing access to third party email providers.

Third Party Email Service Provider (e.g., Gmail, Yahoo) to be used: \_\_\_\_\_

Third Party Email Address to be used: \_\_\_\_\_

Please briefly state need for third party email access:

**While using SFDPH-issued devices, or while working on any device within the DPH firewall, such as computers, tablets, phones, etc, I agree that:**

1. I will only access TPE for SFDPH business purposes, using the account(s) listed above that have been authorized by OCPA.
2. I will not use TPE to transmit any protected health information (PHI) or confidential information.
3. If the business need for access to TPE changes, I will contact OCPA within one month to determine if an exception is still needed.
4. I will exercise caution when opening emails sent to my department's approved TPE. I will not open suspicious attachments. If a suspicious attachment has been opened, or I have any reason to believe network security has been compromised, I will contact the DPH Service Desk (dph.helpdesk@sfdph.org, (628) 206-7378) immediately.

Office of Compliance and Privacy Affairs, San Francisco Department of Public Health  
101 Grove Street, Rm 400, San Francisco, CA 94102

Office email: [compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org) – Office telephone: 415-554-2787 – Office fax: 415-554-2845

**Confidential Compliance and Privacy Hotline: 1-855-729-6040 toll-free**

**Calls may be made confidentially and anonymously – Always remember: SFDPH has a non-retaliation policy**



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5. When applicable, I will name the third party email address to reflect my organization rather than my person; e.g., sfdph.ocpa@gmail.com.
6. When the business need for an exception no longer exists or I leave my position, I agree to notify my supervisor so that account passwords can be changed and/or accounts can be closed or reassigned as needed.

This exception is valid for one year. Exceptions will be reviewed annually by OCPA.

By signing this document, I acknowledge that I agree to comply with the terms and conditions listed above for proper utilization of Third Party Email (TPE).

Name (Signature): \_\_\_\_\_

Name (Print): \_\_\_\_\_

Class # & Job Title: \_\_\_\_\_

Program/Division: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Please return this form via email to:

[datasharing@sfdph.org](mailto:datasharing@sfdph.org)

OCPA Approver:

Approval Date: