

Acceptable Use Policy of Hide-My-Email.info

If you do not plan to break the law and you do not plan to use this service for the excluded activities below, you have nothing to worry about.

This page summarizes the acceptable-use requirements we apply for our messaging infrastructure and abuse protection rules.

1. What you must do

- Send messages only to recipients who gave you clear permission.
- Keep your sending quality healthy (low bounces, low spam complaints, low unsubscribe rates, low blocks).
- Use clear sender identity and accurate sender information.
- Include working unsubscribe options in marketing communication.
- Maintain a valid privacy policy and follow it.
- Be ready to provide proof of consent when abuse checks require it.

2. Required sending thresholds

- **Bounces:** 5% or less.
- **Unsubscribes:** 1.4% or less (or 1% when unsubscribes are higher than clicks).
- **Spam complaints:** 0.08% or less.
- **Blocks:** below 20%.

These thresholds are required for safe sending. They may be updated over time.

3. Excluded industries and content

The following categories are excluded on our platform, even if they may be legal in some jurisdictions.

- Payday loans.
- Debt collection agencies.
- Affiliate marketing that is abusive or dishonest.
- Gambling activity that does not meet all required licenses, legal requirements, or technical standards.
- Pornography and sexually explicit abusive content.

- Any content that constitutes, depicts, fosters, promotes, or relates to child sexual abuse material, bestiality, non-consensual sex acts, or unlawful exploitation of persons under 18.
- Content that is excessively violent, incites violence, threatens violence, contains harassing content or hate speech, or creates risk to personal or public safety.
- Chain letters, pyramid schemes, unfair or deceptive content, and similar consumer-protection violations.
- Defamatory content or content violating a person's privacy.
- Malicious, fraudulent, or morally repugnant content.
- Spam, phishing, malware distribution, identity cloaking, forged sender details, or purchased/rented/scraped contact lists.
- Using this service to help others violate these rules.

4. Enforcement

- Accounts that violate these rules, or required metrics, are automatically blocked until additional explanations are provided.
- We do not guarantee account unblocking after review.
- Blocked or terminated accounts are not eligible for refunds for paid orders or add-ons.
- If you violate the law, you might be held responsible for your actions.

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