

How Limits Work at Hide-My-Email.info

Limits count received and forwarded e-mails. Each forward action is counted as one e-mail in the monthly quota. However, you have access to features which help you saving credits.

- Built-in SPAM filtering
- Automatic alias generation
- Ignored aliases / SPAM aliases
- Group e-mails

... with more to come.

Receiving Anonymous E-mail

Example: an online store sends one message to you through our relay.

1. Message passes through Hide-My-Email before delivery to your real inbox.
2. It is counted once on the way to us and once on the way to your real inbox.

Online store (**#1 counted**) → Hide-My-Email.info → (**#2 counted**) You

10-minute Email / SPAM Aliases / Ignored Aliases

Example: you used a 10-minute e-mail alias to sign up for a third-party service.

1. When alias validity expires, incoming messages are blocked from delivery.
2. Messages sent to us are automatically disposed when the alias becomes invalid.

Online Website (**#1 counted**) → Hide-My-Email.info → (**NOT counted**) Disposal

Two Hide-My-Email Users in One Conversation

Example: you send an e-mail to another Hide-My-Email user and both real addresses are protected.

1. Sender and recipient real e-mails are replaced with aliases during routing.
2. If TO becomes empty after routing operations, noreply@hide-my-email.info is added to TO so message delivery can proceed.
3. Some e-mail clients may automatically add noreply@hide-my-email.info as an additional recipient.
4. Real addresses stay hidden while anonymous alias-to-alias communication remains deliverable.

User A (our service)

TO may include noreply@hide-my-email.info when needed



Hide-My-Email.info



User B (our service)

Recipient real e-mail replaced by alias

Expired 10-minute Alias Behavior

Example: 10-minute alias validity expired and was not extended.

1. For every delivery attempt to this expired alias, our service responds that such address is unknown.
2. E-mails sent after expiration do not reduce account limits.

Online Website

Alias expired:
address unknown

not counted in limits



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Disposal

Deleted Alias Grace Period (30 Days)

Example: you deleted an alias and external services still send messages to it.

1. To prevent abuse, forwarding remains active for 30 days and still consumes limits.
2. After grace period, messages are disposed and treated as no-recipient deliveries.

Online Website

next 30 days
after deletion



You

after 30 days: delete message
and report no recipient



Disposal

When Message Limit Is Reached

Example: your account has already used all available e-mail actions in the current period.

1. Each next incoming e-mail attempt is still counted as 1 action and then removed immediately.
2. To keep delivery uninterrupted, keep enough message limits in your account. You can choose longer plans (90, 180, 365 days) and optionally keep a payment token for future payments.

Online Website

+1 counted (limit
already used)



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Immediate
removal



Disposal

Anonymous Mail with multiple recipients

Example: you send one e-mail to multiple friends from your anonymous account.

1. Each recipient is processed as a separate forwarding action.
2. For 3 recipients, 3 e-mails are sent to us and 3 anonymous e-mails are sent further.



Sending Group E-mails

Example: you send an e-mail to a group that contains 10 members.

1. Send one group message through Hide-My-Email.
2. You send 11 e-mails total: 1 e-mail to us and 10 separate e-mails to group members.



Reply-All to E-mails

Example: you received 1 e-mail sent to 3 recipients and used Reply-All.

1. Reply to all recipients from your anonymous e-mail flow.
2. Every added recipient counts as one e-mail action.
3. You send 6 e-mails total: 3 e-mails to us and 3 e-mails to recipients.



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