

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 current 30-day quota. Each 30-day period starts when the paid order is activated and the plan becomes active. If another plan is still active on your account, a newly paid order waits in queue until that earlier plan ends.

You have access to features which help you save 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.

- 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.

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

Online Website

Alias expired:
address unknown

not counted in limits



Hide-My-Email.info



Disposal

Deleted Alias Grace Period (30 Days)

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

- To prevent abuse, forwarding remains active for 30 days and still consumes limits.
- 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.

- Each next incoming e-mail attempt is still counted as 1 action and then removed immediately.
- 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.



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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