

# Privacy Policy at Hide-My-Email.info

At **Hide-My-Email.info**, protecting user privacy is a core product goal. This policy explains how we process data, in accordance with Article 13(1–3) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation – GDPR).

## 1. Data Controller and Contact

1. The data controller for this service is **PrivacyGuard.company sp. z o.o.**
2. For personal data questions, contact us at [iod@privacyguard.company](mailto:iod@privacyguard.company).

## 2. Product Purpose

1. The service enables anonymous communication through aliases linked to a real email address.
2. Our objective is to minimize exposure of real email identities in two-way communication.
3. Please also review our [Acceptable Use Policy](#) for rules that protect platform safety and message quality.

## 3. Platforms

1. The service is available as a website and as applications distributed via Google Play, Microsoft Store, Apple App Store, and/or other platforms.
2. Platform operators may process limited technical data under their own privacy policies.

## 4. Data We Process

1. This site does not collect any cookies containing personal information. We use basic cookies for security and performance purposes only.
2. We do not track users, but we monitor user activity for security purposes.
3. What & how we process

<b>Data</b>	<b>Processing purpose</b>	<b>Retention Period</b>
E-mail addresses	Account creation, login, password reset  Critical & regulatory service announcements	1 day
E-mail addresses, e-mail aliases & e-mail data	Forwarding your received or sent e-mails	1 day

<b>Data</b>	<b>Processing purpose</b>	<b>Retention Period</b>
	Customer support requests Out of service recovery SPAM, fraud, illegal & prohibited content protection	
Account data	Service maintenance Customer complains & support requests	Deleted upon account deletion. Visit <a href="#">How to Delete My Data</a> page to learn more
E-mail addresses IP addresses	Service security & anti-abuse protection	30 days
Support requests data	Customer support requests	30 days
Hashed e-mail block record (no raw e-mail)	Temporary anti-abuse block preventing re-registration of the same e-mail after account deletion	60 days after account deletion
Complain data & service logs with no account data	Law regulations Service security Customer complains & legal compliance	2 years
Hashed deleted alias record (no raw alias)	Prevents reuse of a previously deleted alias for a safety window for all users after deletion	5 years after alias deletion
Billing & payment data	Law regulations Tax payments & fiscal accounting Fraud & money laundry prevention	Data provided during the checkout and payment process is retained for 5 years following the year of the payment. Payments are operated by <a href="#">paynow.pl</a> & <a href="#">Autopay S.A.</a>

4. Where your data is stored & who is processing it

<b>Data</b>	<b>Storage location</b>
Account data	Microsoft servers in <a href="#">Azure</a>

Data	Storage location
Received & sent e-mails, e-mail aliases & e-mail data	<ul style="list-style-type: none"> <li>• Microsoft servers in <a href="#">Azure</a></li> <li>• <a href="#">Mailgun</a> servers</li> </ul>
Billing & payment data	<ul style="list-style-type: none"> <li>• Microsoft servers in <a href="#">Azure</a></li> <li>• <a href="#">PayNow.pl</a> servers</li> <li>• <a href="#">Autopay S.A.</a> servers</li> </ul>
IP addresses	<ul style="list-style-type: none"> <li>• Microsoft servers in <a href="#">Azure</a></li> <li>• <a href="#">Mailgun</a> servers</li> </ul>
Support requests & complain data	<p>Depending on how the request / complain was received:</p> <ul style="list-style-type: none"> <li>• <a href="#">AfterMarket.pl</a> - for e-mail requests / complains</li> <li>• <a href="#">LinkedIn.com</a> - for LinkedIn requests / complains</li> <li>• <a href="#">Facebook.com</a> - for Facebook requests / complains</li> </ul>

## 5. Your Personal Data Rights

1. You have the right to request access to your data, correction of your data, and deletion of your data.
2. You can update or remove account data in the service where available, or contact us if you need support.
3. Some data cannot be deleted immediately when the law requires us to keep it for a defined retention period.

## 6. Service Periods

1. Service periods can differ by account type and active feature scope.
2. Unused account or add-on functions and/or limits do not carry over beyond their assigned service period.

## 7. Message Pools and Limits

1. Each account type includes a defined message pool and feature scope.
2. Add-ons may increase limits (for example outgoing message pool) or provide extra protections (for example anti-virus capability), as described in product documentation.

3. Limits are enforced to ensure fair and secure service operation.

## 8. Security

1. We use technical safeguards to protect service data and account integrity.
2. No system can guarantee absolute security, but we continuously improve our controls.

## 9. Third-Party Services

1. Some infrastructure and delivery providers may process data strictly to provide service functionality (for example cloud hosting and email delivery).
2. For payment processing, we use [PayNow](#).
3. When data is processed by third parties, their own privacy terms may apply to their systems.

## 10. Policy Updates

1. We may update this policy to reflect legal, technical, or business changes.
2. Updates are published on this page.

## 11. Contact

If you have privacy questions, contact us on:

- [LinkedIn](#)
- [Facebook](#)
- E-mail: [contact@PrivacyGuard.company](mailto:contact@PrivacyGuard.company)
- Phone (Poland): +48 663 551 129

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