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.

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. In the future it will be also distributed as applications available 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

Data	**Processing purpose**	**Retention Period**
E-mail addresses	Account creation, login, password reset Critical & regulatory service announcements	Delivery metadata: 7 days. Message content: retained only as needed for delivery; encrypted service copies are cleaned up after 7 days.
E-mail addresses,	Forwarding your received or	Delivery metadata: 7 days.

Data	Processing purpose	Retention Period
e-mail aliases & e-mail data	sent e-mails Customer support requests Out of service recovery SPAM, fraud, illegal & prohibited content protection	Message content: retained only as needed for delivery; encrypted service copies are cleaned up after 7 days.
Account data	Service maintenance Customer complains & support requests	Deleted upon account deletion. Visit How to Delete My Data 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 paynow.pl & Autopay S.A.

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

Data	Storage location
Account data	UpCloud servers in Germany, in European Union
Received & sent e-mails, e-mail aliases & e-mail data	• UpCloud servers in Germany, in European Union • AhaSend servers
Billing & payment data	• UpCloud servers in Germany, in European Union • PayNow.pl servers • Autopay S.A. servers
IP addresses	• UpCloud servers in Germany, in European Union • AhaSend servers
Support requests & complain data	Depending on how the request / complain was received: • AfterMarket.pl - for e-mail requests / complains • LinkedIn.com - for LinkedIn requests / complains • Facebook.com - for Facebook requests / complains

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. We use AhaSend B.V. to receive and forward email and send service notifications. This involves processing sender and recipient addresses, message content, attachments, and delivery events. Open and click tracking are disabled. AhaSend Privacy Notice: https://ahasend.com/privacy. Other infrastructure providers process data to provide service functionality.
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
- Phone (Poland): +48 663 551 129

Last updated: September 13, 2026

Account inactivity and deletion

We retain your account and account data for two years after your last successful login or authenticated OAuth request. Each successful login or

authenticated OAuth request renews this two-year period. We send warning e-mails 30, 14 and 2 days before scheduled deletion. If you do not return, we automatically delete your account using the same deletion process as a manual account deletion. We send a confirmation e-mail after either manual or automatic deletion.

Paid billing records are retained until the end of the fifth year following the year of payment. For example, records for a payment made in 2026 are retained through 31 December 2031. The temporary anti-abuse records and their retention periods described above continue to apply.

For accounts created before inactivity tracking was introduced, where no reliable last-login history is available, the two-year period begins when inactivity tracking is enabled.