

# Terms of Service at Hide-My-Email.info

Welcome to **Hide-My-Email.info**. Before using the service, please read these terms carefully.

## 1. Scope of Service

1. Hide-My-Email.info is available as a web service and as an app distributed through Google Play, Microsoft Store, Apple App Store, and/or other platforms.
2. The service enables users to create anonymous aliases connected to their real email address to support private two-way communication.
3. Service features and limits depend on the selected account type and active add-ons.
4. Service use is also governed by our [Acceptable Use Policy](#).

## 2. Account Plans and Service Periods

1. Account plans are offered for fixed service periods: 30 days, 90 days, 180 days, and 365 days.
2. Each plan includes a defined pool of messages and a defined set of features available during the purchased period.
3. The service period starts when a paid order is activated for the account.
4. If you buy another plan while an earlier plan is still active, the new paid order remains queued and activates automatically after no older active plan remains on the account.
5. Message limits and related usage statistics are counted in consecutive 30-day periods starting from plan activation.
6. Unused account features and/or message limits do not carry over beyond the period to which they were assigned. See [How Limits Work](#).
7. To prevent abuse, after deleting an alias, e-mails sent to that alias may still be forwarded to the user for the next 30 days and still consume message limits. After this period, messages addressed to the deleted alias are rejected and treated as no-recipient deliveries.

## 3. Available Payment Methods

We currently support payments with credit cards. The online payment gateway is operated by [Autopay S.A.](#)

1. Visa
  2. Visa Electron
  3. Mastercard
  4. Mastercard Electronic
  5. Maestro
4. Payment Confirmation, Activation and Cancellation
1. You have the right to cancel your orders within 14 days counted from the date on which payment is received, with full or partial refund.
  2. An order that has not yet been activated may be cancelled with a full refund at any time before activation.
  3. If a paid order is already active, cancellation and refund follow the proportional usage rules described on the [How It Works](#) and [How Limits Work](#) pages.
  4. You will get the refund in the same way the payment was made. Credit card payments are returned to the bank account connected with the card.
5. Add-Ons
1. Add-ons extend account functionality according to their description (for example additional outgoing message pool, anti-virus license, or other security features).
  2. Each add-on is active for the period specified on its purchase page.
  3. Add-on terms, limits, and availability may vary by account type and platform.
  4. Unused add-on features and/or limits do not carry over beyond the active add-on period.
  5. Payments are handled by [PayNow.pl](#).
6. Acceptable Use
1. You agree to use the service lawfully and responsibly.
  2. You must not use aliases or messaging features for spam, fraud, abuse, harassment, or illegal content. You can read more about the acceptable use of our service on [Acceptable Use Policy](#).
  3. We may suspend or terminate accounts that violate these terms.
7. Privacy and Security
1. The service is designed to protect user privacy by separating public aliases from real email addresses in communication flows.

2. We implement technical and organizational safeguards, but no internet service can guarantee absolute security.
3. Additional details on data processing are described in the [Privacy Policy](#).

## 8. Service Changes

1. We may update features, limits, or technical implementation to improve service quality, security, or compliance.
2. Any material updates to these terms will be published on this page.

## 9. Liability

1. The service is provided on an as-available basis.
2. Please keep enough email credits in your account to avoid missed emails when your credits run out.
3. If you need higher limits, you can easily increase them at any time by adding add-ons to your account.
4. To the extent permitted by applicable law, we are not liable for indirect, incidental, or consequential damage resulting from service use or interruption.
5. We are not responsible for any data loss, including partial or complete loss of messages, aliases, account settings, or other service data.

## 10. Account Deletion

1. You have the right to delete your account at any time. This action permanently removes your data from our servers, including your account profile and service configuration.
2. To prevent abuse, after account deletion the same e-mail address cannot be used to register a new account for 60 days.
3. For this anti-abuse block, we do not store the raw e-mail address. We store only a derived non-reversible hash needed to enforce this temporary block.
4. Some data may need to be retained for a legally required period before final deletion.
5. You can learn more about deleting your personal data on the [How to Delete My Data](#) page.

## 11. Complaints and Claims

1. You may submit a complaint in any form, including via our official profiles on [LinkedIn](#) or [Facebook](#), or by traditional mail.

2. We review complaints within 30 days, while making reasonable efforts to respond sooner.
3. If no response is provided within 30 days, the complaint is considered accepted, unless an extension was required for justified reasons and communicated to you.
4. If you do not specify your preferred response channel, we respond using the same channel in which the complaint was submitted.

## 12. Governing Law

These terms are governed by applicable European Union and Polish law.

## 13. About Us

- Our full legal name is PrivacyGuard.company sp. z o.o.
- We are officially registered in Poland:
  - KRS: [1123269 \(KRS registry\)](#)
  - NIP: 8513317249
  - REGON: 52948922400000

## 14. Contact

If you have questions about these terms, contact us on:

- [LinkedIn](#)
- [Facebook](#)

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