

EMAIL POLICY

(PROFITERA PRIVATE LIMITED – MOA & India-Aligned)

1. Purpose & Applicability

This Email Policy governs the collection, use, storage, transmission, and management of email communications by **PROFITERA PRIVATE LIMITED** (“Company”, “we”, “us”, “our”) in connection with its platform, services, systems, and digital infrastructure.

This policy shall be read in conjunction with the Company’s **Privacy Policy, Terms & Conditions**, and other applicable policies.

2. Collection of Email Addresses

The Company collects email addresses **only** from lawful and authorised sources, including:

- Registered users, members, or participants
- Clients, vendors, consultants, and business partners
- Individuals who voluntarily provide their email address through opt-in mechanisms, registrations, or written consent

The Company does **not** collect email addresses from:

- Purchased, rented, or third-party mailing lists
- Automated scraping tools, crawlers, or unauthorised databases
- Spam lists or unlawful sources

All email addresses are collected strictly on an **opt-in basis** and used only for purposes disclosed at the time of collection.

3. Use of Email Communications

Email addresses collected by the Company may be used for:

- Account-related and transactional communication
- Service notifications, operational updates, and system messages
- Security alerts and risk-related communication
- Compliance, verification, and legal communication
- Optional newsletters or informational messages, **only where explicit consent has been provided**

Users may opt out of non-essential or promotional emails at any time through unsubscribe mechanisms or by contacting Company support.

Mandatory service or compliance-related communications may continue where legally required.

4. Mailing Lists & Data Handling

- The Company does **not sell, rent, lease, or trade** email addresses or mailing lists.
- Mailing lists generated, uploaded, or managed by users remain the **sole responsibility** of the respective user or list owner.
- The Company may store or process such data solely for the purpose of providing platform services, subject to applicable law and the Company's Privacy Policy.

Upon valid and lawful request, mailing list data may be deleted or anonymised in accordance with legal, contractual, and operational requirements.

5. Legal Disclosure

The Company may disclose email-related information where required:

- By applicable law, regulation, or statutory obligation
- Pursuant to court orders, governmental, or regulatory requests
- For enforcement of the Company's legal rights or agreements
- For investigation or prevention of fraud, abuse, security threats, or policy violations

Any such disclosure shall be limited strictly to the extent legally required.

6. Anti-Spam Policy

The Company strictly prohibits the use of its platform or services for:

- Sending unsolicited, bulk, or spam emails
- Phishing, deceptive, misleading, or fraudulent communications
- Offensive, abusive, defamatory, or unlawful email content

Violation of this policy may result in:

- Immediate suspension of email privileges
- Account restriction, termination, or blacklisting
- Reporting to relevant authorities, where required by law

7. Client-Generated Emails

Where the Company enables users to send emails through its platform:

- Recipients must have **voluntarily opted in** to receive such communication
- The purpose and nature of the communication must be clearly disclosed
- Opt-out or unsubscribe requests must be honoured promptly
- Content must comply with applicable laws and all platform policies
- Mailing lists containing adult-oriented content must **exclude minors**

Users are solely responsible for ensuring compliance with email, advertising, and data protection laws applicable in their jurisdiction.

8. Reporting Spam or Abuse

Any unsolicited, suspicious, or abusive email believed to originate from the Company's platform or services should be reported to:

 support@profitera.net

The Company may investigate such reports and take appropriate action.

9. Policy Updates

PROFITERA PRIVATE LIMITED reserves the right to amend, modify, or update this Email Policy at any time.

All changes shall be effective immediately upon publication on the official platform.

10. Governing Law & Jurisdiction

This Email Policy shall be governed by and construed in accordance with the laws of India.

All disputes shall be subject to the **exclusive jurisdiction of competent courts in India**.

 **Contact (Email Policy & Abuse Reporting Only)**

support@profitera.net

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