

PRIVACY POLICY: Access21

Effective Date: December 19, 2025

1. Introduction

Access21 we provides bulk email services. We are committed to protecting the privacy of our users ("Users") and their email recipients ("Subscribers"). This policy outlines how we collect, use, and protect personal data.

2. Information We Collect

- **User Account Information: Name, email, company details, billing address, and payment information.**
- **Subscriber Data: Email addresses and other data uploaded by Users for bulk mailing. We act as a Data Processor for this information.**
- **Usage Data: IP addresses, browser types, and engagement metrics (opens, clicks) collected via tracking technologies to improve service performance.**

3. Use of Information

We use collected data to:

- **Provide and maintain bulk email services.**
- **Ensure compliance with anti-spam laws (e.g., managing unsubscribe lists).**
- **Prevent fraud and unauthorized access.**
- **Analyze service performance and deliver analytics reports to Users.**

4. Data Sharing and Disclosure

- **No Sale of Data: We do not sell, rent, or trade personal information or email lists to third parties.**
- **Service Providers: We may share data with trusted third-party vendors (e.g., payment processors, hosting providers) who are contractually bound to protect your data.**
- **Legal Requirements: We may disclose data if required by law or to protect our legal rights.**

5. Compliance with Anti-Spam Laws

Access21 enforces strict compliance with international standards:

- **CAN-SPAM (US):** Every email must include a valid physical address and a clear unsubscribe link honored within 10 business days.
- **GDPR (EU):** Users must obtain explicit, "opt-in" consent before sending marketing emails to EU residents.
- **CASL (Canada):** Users must maintain records of express or implied consent.

6. Data Security and Retention

- **Security:** We implement industry-standard encryption (SSL/TLS) for data in transit and at rest.
- **Retention:** We retain account data as long as the account is active. Subscriber lists are retained until deleted by the User or upon account termination.

7. Your Rights

Depending on your location, you may have the right to:

- **Access, correct, or delete your personal data.**
- **Object to or restrict data processing.**
- **Withdraw consent at any time.**

8. Contact Us

For questions regarding this policy or to exercise your rights, please contact our Data Protection Officer:

- **Email:** privacy@access21.com
- **Address:** [Insert Your Business Physical Address Here]