

EmailPond.com - Privacy Policy

Type of website: SaaS Platform

Effective date: June 15, 2026

emailpond.com (the "Site") can be contacted at support@emailpond.com

Purpose

The purpose of this privacy policy (this "Privacy Policy") is to inform users of our Site of the following:

The personal data we will collect;

Use of collected data;

Who has access to the data collected; and

The rights of Site users.

This Privacy Policy applies in addition to the terms and conditions of our Site.

Consent

By using our Site users agree that they consent to:

The conditions set out in this Privacy Policy; and

The collection, use, and retention of the data listed in this Privacy Policy.

Prior to processing any personal data, we require users to enter into a Data Processing Agreement (DPA). This ensures proper handling of data in compliance with applicable data protection regulations. Please contact support@emailpond.com to request and complete a DPA.

By using our Site, users also agree to comply with all applicable data protection laws and regulations when uploading, processing, or otherwise handling any personal data through our services. Our Service Agreement includes specific provisions requiring such compliance, and users are responsible for ensuring they have proper legal bases for processing any personal data they provide to or process through our services.

Personal Data We Collect

We only collect data that helps us achieve the purpose set out in this Privacy Policy. We will not collect any additional data beyond the data listed below without notifying you first.

Data Collected in a Non-Automatic Way

We may also collect the following data when you perform certain functions on our Site:

First and last name;

Email address; and

Payment information.

This data may be collected using the following methods:

Creating an account and paying for our services.

How We Use Personal Data

Data collected on our Site will only be used for the purposes specified in this Privacy Policy or indicated on the relevant pages of our Site. We will not use your data beyond what we disclose in this Privacy Policy.

The data we collect when the user performs certain functions may be used for the following purposes:

Verification and payment processing.

Email Recipient Data Storage and Processing

Email recipient data (including campaign targets) is stored and processed on secure servers located in the United States, Germany, Finland, or Sweden. This data is encrypted both in transit and at rest. Access to this data is strictly limited to authorized personnel who require access to perform their job functions.

Who We Share Personal Data With

Employees

We may disclose user data to any member of our organization who reasonably needs access to user data to achieve the purposes set out in this Privacy Policy.

Third Parties

We may share user data with the following third parties:

Stripe.

We may share the following user data with third parties:

Payment info.

We may share user data with third parties for the following purposes:

Payment processing.

Third parties will not be able to access user data beyond what is reasonably necessary to achieve the given purpose.

Other Disclosures

We will not sell or share your data with other third parties, except in the following cases:

If the law requires it;

If it is required for any legal proceeding;

To prove or protect our legal rights; and

To buyers or potential buyers of this company in the event that we seek to sell the company.

If you follow hyperlinks from our Site to another site, please note that we are not responsible for and have no control over their privacy policies and practices.

How Long We Store Personal Data

User data will be stored until the purpose the data was collected for has been achieved.

You will be notified if your data is kept for longer than this period.

How We Protect Your Personal Data

We comply with PIPEDA and encrypt data. While we take all reasonable precautions to ensure that user data is secure and that users are protected, there always remains the risk of harm. The Internet as a whole can be insecure at times and therefore we are unable to guarantee the security of user data beyond what is reasonably practical.

International Data Transfers

We transfer user personal data to the following countries:

United States.

Germany

Sweden

Finland

When we transfer user personal data we will protect that data as described in this Privacy Policy and comply with applicable legal requirements for transferring personal data internationally.

Children

We do not knowingly collect or use personal data from children under 13 years of age. If we learn that we have collected personal data from a child under 13 years of age, the personal data will be deleted as soon as possible. If a child under 13 years of age has provided us with personal data their parent or guardian may contact our privacy officer.

How to Access, Modify, Delete, or Challenge the Data Collected

If you would like to know if we have collected your personal data, how we have used your personal data, if we have disclosed your personal data and to who we disclosed your personal data, or if you would like your data to be deleted or modified in any way, please contact our privacy officer here: support@emailpond.com

Do Not Track Notice

Do Not Track (“DNT”) is a privacy preference that you can set in certain web browsers. We respond to browser-initiated DNT signals. If we receive a DNT signal that indicates a user does not wish to be tracked, we will not track that user. We are not responsible for and cannot guarantee how any third parties who interact with our Site and your data will respond to DNT signals.

Modifications

This Privacy Policy may be amended from time to time in order to maintain compliance with the law and to reflect any changes to our data collection process. When we amend this Privacy Policy we will update the “Effective Date” at the top of this Privacy Policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users by email of changes to this Privacy Policy.

Contact Information / Deletion Request

If you have any questions, concerns, complaints, or would like to delete your data, you can contact our privacy officer at: support@emailpond.com