



## Antispam Policy

### The commitment of RdCom against Spam

Spam is commercial e-mail or unsolicited bulk email which has not been requested by the recipient.

*Marketing e-mail* means any electronic mail message whose primary purpose is to advertise and promote a product or service.

The e-mail services provided from RdCom are aimed at the sole and exclusive purpose of sending messages to recipients that have accepted and confirmed its intention to receive user communications.

This practice is called *Permission-based E-mail Marketing* (E - mail Marketing based on consent).

The account may be immediately suspended or removed if the Customer sends spam .

RdCom points out its commitment to promote and adopt a policy to fight spam, since the verification process (*vetting*) of the Customer.

### How the privacy is protected?

Customers of RdCom e-mail services have agreed during their registration process or in general entering into the service agreement, upon accepting the Terms of Use, to comply with this Anti-Spam Policy.. Each Customer is required to load its list of contacts in a law compliance way, ensuring that it has acquired the consent to data processing.

Any violation of the spam policy is specifically punished.

### What are the penalties applied to Customers making spam?

- Account suspension for 1 week on first abuse report ;
- Account suspension for 2 weeks on second abuse report ;
- Final suspension of the account to the third abuse report ;
- Immediate suspension of the account in case of abuse due to spamtrap ;
- Penalty for an amount of € 1,000.00 for each blacklist in which IPs or domains are inserted after spamming activity;
- In the most serious cases we proceed to report the abuse to the competent authority.

### What to do to avoid the risk of being blacklisted or accused of spam?

- Send e - mails only to contacts who have given their explicit and voluntary consent to receive communications;
- Do not purchase or rent lists of e - mail addresses from third parties;
- Do not add e - mail addresses to an existing contact database: e-mail addresses can only be used with consent and preferably with double opt-in;
- Do not send messages to publicly available contact lists ;
- Do not collect contacts and e - mail address on the web.

**No refund in case of account termination due to antispam policy violation.**

In the event that the account is closed due to the violation of this antispam policy, the amounts paid for the use of the Service will not be refunded.

**How can you cancel your own e-mail address from a mailing list?**

It is possible to cancel your e-mail address by simply clicking on the unsubscribe link at the end of the received newsletter and confirming your will to unsubscribe on the page that will open later. Alternatively, in the header "*List- Unsubscribe*" of the received newsletter there is a link for direct unsubscription (which does not require further confirmation) and an e-mail address to which an e-mail can be sent to unsubscribe .

If the methods of unsubscribing described above were not present or unavailable, you can report the abuse by writing to one of the following email addresses contact: [privacy@rdcom.it](mailto:privacy@rdcom.it) ; [dpo@rdcom.it](mailto:dpo@rdcom.it)

**What can you do in case of receiving an unsolicited e-mail message and if you would like to report the abuse ?**

Anyone who considers himself to be a victim of a spam episode and wants to report an abuse, can proceed by sending his report to one of the following contact addresses: [privacy@rdcom.it](mailto:privacy@rdcom.it) ; [dpo@rdcom.it](mailto:dpo@rdcom.it) .

Following the report sent and the documentation provided , we will check the eventual breach of contract or law and to adopt the consequent measures.

If you receive many emails of spam from different companies could be due to the registration of their address in a database sold online. In this case, we suggest asking the sender to know the origin of his data. For this purpose, the Data Protection Authority provides a useful form: <https://www.garanteprivacy.it/web/guest/home/docweb/-/docweb-display/docweb/1089924>.