Data Privacy Policy

Effective Date
31st March 2025

Website
https://www.mailmentor.comp.my

Company Name
Mailmentor.comp.my

1. Introduction
Mailmentor.comp.my ("we", "our", "us") is committed to protecting and respecting your privacy in accordance with the Personal Data Protection Act (PDPA) 2010 of Malaysia. This Privacy Policy outlines how we collect, use, store, and disclose personal data from users of our website and services. By using our platform, you agree to the terms outlined in this Privacy Policy.

2. Personal Data We Collect
We may collect the following personal data:

- Identification Data: Name, ID, email address, business name.

- Account Data: Login credentials, settings, email templates.

- Communication Data: Messages sent through the platform.

- Technical Data: IP address, device data, browser type, usage logs.

- Billing Data: Payment details (if applicable).

3. How We Collect Data
Data may be collected:

- When you register or sign in.

- When you use our platform tools.

- When you connect third-party services (e.g., Gmail).

- When you contact our support or provide feedback.

4. Why We Collect Your Data

Your data helps us:

- Provide, manage, and improve our services.

- Authenticate users and manage accounts.

- Facilitate email forwarding and campaign management.

- Offer customer support and respond to inquiries.

- Comply with legal obligations and prevent abuse.

5. Gmail and Third-Party Integration

If you integrate Gmail or similar services:

- Mailmentor accesses only the necessary scopes to send/receive emails or manage threads.

- We do not permanently store email content unless you explicitly save it.

- Integration tokens are securely encrypted and revocable via your connected account.

6. Data Retention

We retain data for as long as:

- Required to deliver services to you.

- Needed to fulfill legal or regulatory obligations.

- You maintain an active account or subscription.

7. Data Sharing and Disclosure

We do not sell your personal data. We may share data with:

- Service providers under strict confidentiality agreements.

- Legal or regulatory authorities where required by law.

- Partners only for the purpose of delivering Mailmentor services.

8. Security of Your Data

We implement security measures including:

- SSL encryption.

- Access control protocols.

- Regular system monitoring and audits.

- Encrypted backups and secure authentication.

9. Your Rights Under PDPA

As a user, you have the right to:

- Access your personal data.

- Request corrections.

- Withdraw consent to processing (with service limitations).

- Request deletion where applicable.

To exercise your rights, please contact us via the official support channel on our website.

10. Cookies and Tracking

Mailmentor.comp.my uses cookies to:

- Maintain user sessions.

- Monitor platform usage for improvements.

- Remember login states and preferences.

You may disable cookies in your browser settings, though some features may be affected.

11. Marketing and Communication

We may send updates or promotional content. You may opt out at any time via:

- The unsubscribe link in emails.

- Your notification settings in the user dashboard.

12. Anti-Spam and Fair Use Policy

- Mailmentor must not be used to send unsolicited or spam emails.

- All campaigns must comply with PDPA, CAN-SPAM, and applicable international laws.

- Repeated spam reports may result in suspension or termination of your account.

- Free-tier accounts are subject to fair usage and monthly email sending limits.

13. No Storage Limits – Forwarding Notice

Mailmentor does not impose storage limits because emails are forwarded or synced with third-party services such as Gmail. Users are responsible for managing their inbox storage via their email providers.

14. Data Transfers Outside Malaysia

Where necessary, your data may be transferred to servers or processors outside of Malaysia under protective measures consistent with PDPA compliance.

15. Changes to This Policy

We may revise this policy occasionally. Any updates will be posted on this page, and significant changes will be communicated through email or platform notifications.

16. Contact Us

For privacy-related questions or requests, please contact us at admin@mailmentor.comp.my