

Acceptable Usage Policy

Effective Date

31st March 2025

Website

<https://www.mailmentor.comp.my>

Company Name

Mailmentor.comp.my

1. Purpose

This Acceptable Usage Policy (“Policy”) outlines the rules and guidelines for using the services provided by Mailmentor.comp.my (“we”, “our”, or “us”). It is designed to ensure responsible, secure, and lawful usage of our platform and tools by all users.

By accessing or using our services, you agree to comply with this Usage Policy.

2. Scope

This Policy applies to:

- All users (free or paid) of Mailmentor.comp.my
- Any content sent, received, stored, or processed through our platform
- Any integrations or connected accounts (e.g., Gmail, Outlook)

3. Account Responsibilities

- Users must register with accurate information and keep their login credentials confidential.
- Users are responsible for all activities under their account.
- You must immediately report unauthorized use or security breaches via email to admin@mailmentor.comp.my.



4. Acceptable Use

You may use Mailmentor.comp.my for:

- Sending personalized or automated emails to opted-in recipients.
- Managing mailing lists or newsletters in compliance with email marketing laws.
- Integrating with Gmail or other third-party tools to enhance email workflows.
- Generating AI-powered email content for lawful communication.

5. Prohibited Activities

You may not use our services to:

- Send unsolicited or spam emails, including bulk commercial messages without consent.
- Collect or harvest recipients' personal data without their permission.
- Send content that is defamatory, abusive, harassing, obscene, or promotes violence.
- Use fake sender information, deceptive headers, or spoofed domains.
- Infringe on intellectual property rights or violate any applicable laws (e.g., PDPA, CAN-SPAM, GDPR).
- Probe or scan our systems for vulnerabilities or disrupt service performance.

6. Spam & Abuse Control

We actively monitor email behavior to detect spam, phishing, or abusive content. Your account may be:

- Temporarily suspended for investigation.
- Permanently banned for repeated or serious violations.
- Reported to appropriate authorities in case of unlawful use.

7. Fair Use Policy (FUP)

To ensure quality service for all users:

- Free-tier users are subject to monthly sending limits and basic feature access.
- We reserve the right to throttle, limit, or restrict usage that significantly impacts system performance or exceeds fair thresholds.



- Abusive or automated activity beyond reasonable volume will be flagged.

8. Gmail & Third-Party Integrations

- When you connect Gmail or similar platforms, you grant permission for Mailmentor to access limited scopes (e.g., send emails on your behalf).
- Mailmentor does not store your emails unless explicitly saved or archived by you.
- Access tokens are encrypted, and you can revoke access anytime via your account settings or email provider's console.

9. No Email Storage Guarantee

- Mailmentor.comp.my does not provide long-term email storage.
- Emails are forwarded, processed, or synced with connected email platforms like Gmail.
- Users are responsible for retaining their own email history outside of Mailmentor.

10. System Access & Downtime

- We strive to maintain 99% uptime but do not guarantee uninterrupted service.
- Scheduled maintenance and unscheduled outages may occur with prior notice where possible.

11. Content Ownership

- You retain ownership of all content you create or send using our platform.
- By using our services, you grant Mailmentor a license to process and transmit content as required to fulfill your service requests.

12. Enforcement

Mailmentor.comp.my reserves the right to:

- Suspend or terminate any account found in breach of this Policy.
- Remove content that violates our rules or legal standards.
- Modify or update this Usage Policy with or without prior notice (users will be notified of major changes).



13. Reporting Violations

To report any misuse, spam, or breach of this Usage Policy, please email us at:

admin@mailmentor.comp.my