



## ANTI SPAM POLICY

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### Anti-Spam Policy.

#### **What is spam?**

In the context of electronic messaging, spam refers to unsolicited, bulk or indiscriminate messages, typically sent for a commercial purpose.

Across has a zero-tolerance spam policy.

#### **Automated spam filtering**

Across's messaging systems automatically scan all incoming email [and other] messages, and filter-out messages that appear to be spam.

#### **Problems with spam filtering**

No message filtering system is 100% accurate, and from time to time legitimate messages will be filtered-out by Across's systems.

If you believe this has happened to a message you have sent, please advise the message recipient by another means.

You can reduce the risk of a message being caught by the spam filters by sending the message in plain text (i.e. no HTML), removing any attachments, and ensuring that your messages are scanned for malware before dispatch.

#### **User spam**

Across provides a facility that enables users to send [email messages / private messages] to others. Users must not use this facility to send unsolicited, bulk or indiscriminate messages, whether or not for a commercial purposes.

#### **Receipt of unwanted messages from Across**

In the unlikely event that you receive any message from Across or sent using Across's systems that may be considered to be spam, please contact Across using the details below and the matter will be investigated.

#### **Changes to this anti-spam policy**

Across may amend this anti-spam policy at any time by publishing a new version on this website.

## Contact us

Should you have any questions about this anti-spam policy, please contact Across using the details set out below:

info@across.it

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