



By subscribing to the Vemma Suite, a service provided by Vemma Europe which includes: (a) Vemma Contact Service and (b) Go! Vemma Email Service (hereinafter referred to as "the Service"), the Customer accepts to use it in compliance with the Vemma Suite Anti-Spam Policy stated below. The use of the Service is also subject to the applicable Privacy Policy and Terms of Service.

Vemma Europe follows a zero tolerance spam policy and prohibits users from sending unsolicited emails in any form while using the Service.

1. Legal Requirements

Vemma Europe requires all Customers to comply with the following legal requirements established for commercial email service providers: the CAN SPAM Act of 2003; the Directive 2000/31/EC of the European Parliament and Council of 8 June 2000, on legal aspects of information society services, in particular, electronic commerce in the Internal Market ('Directive on Electronic Commerce'); along with the Directive 2002/58/EC of the European Parliament and Council of 12 July 2002, concerning the processing of personal data and the protection of privacy in the electronic communications sector ('Directive on Privacy and Electronic Communications'); and laws in force in the Customer's country of residence.

2. What Is Spam?

Spam, also known as junk mail, is an unsolicited email message. The term 'spamming' refers to transmitting, distributing or delivering any unwanted e-mail correspondence, especially in mass quantities, through electronic means of communication.

3. Verification

Subscribers can be added to the Vemma Suite Service account in two ways. They may either send a blank email to your account address at VemmaSuite.com or fill out a capture form on your website. Email addresses may also be imported or added to the mailing list manually. In such cases, you must have your subscriber's permission to process their data. You must not send messages to any person that has not expressed their consent to receive such information from you.

We recommend "confirmed opt-in" to all users. This efficiently prevents spam complaints and makes the list much more responsive, as subscribers are receiving information they expect. The confirmation email may be customized, so that recipients can easily recognize to which list they subscribe.

Vemma Europe strictly prohibits users from renting, leasing and/or purchasing email addresses from a third party, as well as from gathering them through surreptitious methods, such as scraping or harvesting. The use of any kinds of automated solutions, software or scripts is strictly forbidden. You may store, manage the data and send electronic information only to those recipients who have expressly agreed to receive such information from you.



4. Content of Your Messages

The Customer must provide true and accurate information to be used in their email headers, i.e. "From" and "To" data must clearly identify the sender. The subject line must not be deceptive, and thus mislead the subscriber about the purpose and content of the message.

5. Postal Address

The Customer must provide their true and accurate postal address, which will be included in each message footer. The Customer is required to maintain and promptly update this data to ensure it is current, complete and accurate. Vemma Europe actively monitors all outgoing messages to verify that the proper sender's information is included in the message content.

6. Removals

Each message sent from a Vemma Suite Service account contains an unsubscribe link that cannot be removed. The link automatically updates the mailing list to ensure that a subscriber who has opted out will not be sent any further mailings.

The Customer is not allowed to send messages to any individual that had been added to the mailing list, but later unsubscribed from it. Vemma Europe automatically handles all unsubscribe requests on the Customer's behalf. A list of individuals that have opted out shall be provided in the Customer's account.

7. Agreement Violations

The Customer must not use the Service to send any unsolicited and unwanted e-mail correspondence. Neither the VemmaSuite.com email address, nor the Vemma Suite Service URL may be included in a bulk message or in a bulk-advertised web page.

We reserve the right to issue a warning should the Customer be found spamming or using the Service for any abusive or illegal practices. Appropriate action, such as terminating the Customer's account without notice or a refund, charging a \$500 cleanup fee and/or reporting the Customer and the incident to their ISP and the appropriate authorities, shall be taken should the Customer appear to perform or be performing such practices, despite the explicit warning. Without limiting the foregoing, the Customer shall be liable for any loss incurred or damage suffered by any third party should such loss result from noncompliance with the Policy. In such a case, Vemma Europe shall seek compensation from the Customer.

If you believe you have been spammed, please notify abuse@cs.vemmasuite.com