

## TEMPLATE ANTI-SPAM POLICY

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### **What is spam?**

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

Savwinch Pty Ltd has a zero-tolerance spam policy.

### **Automated spam filtering**

Savwinch Pty Ltd'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 Savwinch Pty Ltd 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**

Savwinch Pty Ltd 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 commercial purposes. Full terms and conditions concerning the use of the facility are set out in [DOCUMENT].]

### **[Receipt of unwanted messages from Savwinch Pty Ltd**

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

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

Savwinch Pty Ltd 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 Savwinch Pty Ltd using the details set out below:

Marketing Manager  
Savwinch Pty Ltd  
info@savwinch.com

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