

Sugarcane Creative

Spam Policy

General

Sugarcane Creative provides mailing list services whereby we manage customers' mailing lists, or provide the infrastructure for customers to manage their own lists. Sugarcane Creative is absolutely committed to permission-based email marketing practices. Use of this website and mailing list services constitutes your acceptance of the terms and conditions of our Anti-Spam Policy.

Spam is commercial email or unsolicited bulk email, including junk mail, which has not been requested by the recipient. Spam is the opposite of permission-based email. Spam is not an accepted promotion technique and Sugarcane Creative does not condone or engage in spam and does not tolerate spam of any sort. The Sugarcane Creative mailing list server has the URL www.sugarcane.llamadigital.net.

Preventing Spam

All emails sent using our services, which are sent on behalf of our customers, must be "Opt-in" communications. "Opt-In" means that all recipients must at one time have supplied their email address to receive email communications and/or have a pre-existing relationship with our customer.

Every email sent must provide recipients with an easy method to unsubscribe from the email list. This will allow the recipient to instantly remove their email address from the customer's database. This will prevent any further correspondence from the customer. Opt-out requests must be honoured without exception.

Sugarcane Creative will not, under any circumstances, tolerate the use of its platforms to send spam. Sugarcane Creative reserves the right to immediately terminate the account of any clients using Sugarcane Creative's platforms to send spam.

Spam Abuse

Sugarcane Creative takes its responsibility extremely seriously and requests that it be alerted by any person who believes they have received a spam email from Sugarcane Creative's mailing list platform.

We do ask that before reporting a suspected spam email recipients check that they have not subscribed to the mailing list and that they do not have an existing relationship with the sender. To report a spam email please send details (including the spam email itself) to reportspam@sugarcanecreative.co.uk. Sugarcane Creative will investigate accordingly. Alternatively you can contact Sugarcane Creative by phone on +44 (0)845 2255830.

You may also provide any other information that you believe may help our investigation. Please note that Sugarcane Creative does not investigate or take any action based on anonymous spam complaints.

