



ANTI-SPAM POLICY (EMAIL)

VERSION: LSHG13ASPPGUK01



OUR ANTI-SPAM POLICY

What is spam?

In the context of electronic messaging 'spam' means unsolicited bulk email messages and/or unsolicited bulk or indiscriminate email messages typically sent for a commercial purpose.

We have a zero-tolerance spam policy.

We may update our anti-spam policy from time to time by posting a new version on our websites.

Spam filtering

Our messaging systems automatically scan all incoming email messages and filter out those messages that appear to be spam.

We may also report incoming email messages as spam. This can result in IP addresses and domain names being blacklisted.

Spam filtering issues

No message filtering system is 100% accurate, and from time to time legitimate incoming email messages will be filtered out by our systems.

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

You can reduce the risk of a message being caught by the spam filters by:

- 1 Sending your message in plain text instead of (or in addition to) HTML;
- 2 Removing any message attachments;

- 3 Avoiding the terminology and text styling typically used by spammers;
- 4 Ensuring that your messages are scanned for malware before dispatch.

User spam

We provide email messaging systems that enable users to send email messages to others within and outside our business.

Our email messaging systems must not be used to send spam, whether or not for a commercial purpose.

Receipt of unwanted messages from us

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

Please check if you have consented in any way to being the recipient of marketing type email messages from us. If you have consented, but no longer wish to receive the messages, you can ask to unsubscribe.

Refer to our [privacy policy](#) for more information.

Contacting us

If you have any questions about this policy, please contact us:

By email	hanoversquare@placegroupuk.co.uk
By fax	020 3137 1166
By post	Place Group UK 17 Hanover Square London W1S 1HU
By phone	020 3137 6677

Refer to our [internet statutory information](#) for further details.

(c) Place Group UK / The London Student Group