EmailGo · Zinteli Ltd

EmailGo — Privacy Policy

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Applies to: EmailGo for Android and iOS

Who we are

EmailGo is published by Zinteli Ltd ("Zinteli", "we", "us"). For any question about this policy, write to info@zinteli.com.

The short version

- **We collect nothing.** EmailGo has no servers of its own. Your mail, your contacts and your passwords never reach Zinteli.
- **Your mail goes only between your device and your mail provider** — Outlook.com, Gmail, or whichever service you add — over encrypted connections. The one exception is yours to make: an account you set up yourself under *Other email* can use a server that offers no encryption, and the app tells you what that means when you choose it.
- **What is on your device is encrypted.** The app's database is encrypted with a key kept in your device's secure storage.
- **No advertising, no analytics, no tracking.** The app contains no advertising or analytics code and uses no advertising identifier.

What the app does with your information

Your mail accounts. When you add an account, EmailGo connects directly to that account's mail servers to read and send your mail. If you sign in with Microsoft or Google, you sign in on their own page in your device's browser — or, for a Google account on an Android device, on Google's own screen, provided by Google Play services. EmailGo receives a token that lets it reach your mail, never your password, and may ask Google which account a Google token belongs to and how long it lasts. If you sign in with a password or an app password, it is stored in your device's secure storage (the iOS Keychain or the Android Keystore) and sent only to your mail provider, to sign in.

Finding your mail servers. When you add an address at a domain EmailGo does not already know, it tries that domain's usual mail server names (such as `imap.`, `smtp.` and `mail.`) to find servers that answer securely. Nothing is signed in to and neither your address nor your password is sent while it does this. The servers that worked are remembered on your device, for that domain only, so the next address there fills itself in.

Your mail. Messages, folders and attachments you open are kept on your device, in an encrypted database and the app's cache, so they open quickly and work offline. Remote images in messages are not loaded until you choose to, because senders use them to learn when a message was opened.

People. The people in your *People* list are collected from the mail on your device. The list stays on your device.

Settings and diagnostics. Your settings are kept on your device. The app also records, on your device, which errors occurred and how often, without mail content and without addresses, so that you can send a report if something goes wrong. You can turn this off in *Settings → Privacy → Keep diagnostics on this device*. The record leaves your device only if you send it yourself, from *Settings → Help → Share diagnostics*, to whoever you choose.

Notifications. New-mail and reminder notifications are created on your device from mail it has already downloaded. No notification service of ours is involved.

Unsubscribing. When you tap *Unsubscribe* on a newsletter that offers one-click unsubscribe, and confirm, EmailGo sends one request to the address the sender wrote into that message, with no cookie or sign-in. Nothing else is sent.

Your choices

- **Remove an account** in its settings: its mail, files and saved sign-in are deleted from your device.
- **Reset EmailGo** in Settings: everything the app stored is deleted from your device.
- **Diagnostics** can be turned off in *Settings → Privacy*.
- **Notifications** can be turned off in Settings or in your device's settings.
- **Uninstalling** the app deletes everything it stored.

Your mail remains on your mail provider's servers, under that provider's own privacy policy.

Children

EmailGo is not directed at children and does not knowingly process children's information.

Changes to this policy

If the app's handling of information changes, this policy is updated before the version that changes it is released, and the date above changes with it.

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