

MailShield Privacy Statement

The MailShield process is designed to protect the confidentiality of emails being scanned. As such, it comprises a number of special features that ensure that the content of emails is exposed only to the end user.

1. The filtering engines are automatic without any user intervention during the filtering process.
2. The body of an email cannot be viewed using MailShield's web management console. Thus, neither the distributor, the reseller, the end user, nor Atera has the ability to view email content via the management console.
3. Once emails have been scanned and delivered to the end-user's mailbox, they no longer exist in the MailShield system. Emails are kept **temporarily** in the MailShield system only in the following cases:
 - a. The recipient mail server is down due to failure/maintenance. In this case, emails are kept in MailShield for backup purposes, and are sent to the recipient as soon as the mail server is restored.
 - b. Quarantined emails (potential spam and virus-infected items) are kept in MailShield's quarantine for security purposes until they are released by the end user.
4. MailShield server farms are protected using the most advanced security and high-availability solutions, which are provided to Atera by the leading vendors in the security market.