

Exactly what information is processed and stored by PoliteMail?

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Data Processing and Storage by PoliteMail



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The data processed and stored by PoliteMail varies depending on the [measurement mode](#) used to send a measured message. The table below provides a summary.

Required fields are processed and stored as a result of PoliteMail sending with standard application permissions and archive services enabled.

PoliteMail User/Sender Data

DATA ELEMENT	REQUIRED	STORED	PROCESSING	STORAGE ENCRYPTION
User Email Address	Yes	Yes	User Authentication	AES256
User Role	Yes	Yes	Data Access	AES256
User Password	Optional	Yes (Not with SSO)	User Authentication	SHA256
User Title	Optional		User Identity	AES256
User Address	Optional		User notifications	AES256
User Phone	Optional		User notifications	AES256
User Group	Optional		User Identity, user segmentation	AES256
User Region	Optional		User Identity, user segmentation	AES256

Mailing List & Recipient Data

DATA ELEMENT	REQUIRED	STORED	PROCESSING	STORAGE ENCRYPTION
Recipient Email Address	Yes	Yes	Email addressing, list membership, subscription management, reporting segmentation	AES256
Recipient Name (Display Name)	Yes	Yes	Email addressing/personalization, list membership	AES256
Recipient Time Zone	Yes	Yes	AD working hours for scheduled sends	AES256
Recipient Default Language	Yes	Yes	*Browser Setting translation	AES256
Recipient Working Hours	Yes	Yes	Includes working days and start/stop times	AES256

DATA ELEMENT	REQUIRED	STORED	PROCESSING	STORAGE ENCRYPTION
Mailbox Type	Yes	Yes	Gathered by default with MS Graph but not used	AES256
Department	Optional		List management, reporting segmentation	AES256
Division	Optional		List management, reporting segmentation	AES256
Campus	Optional		List management, reporting segmentation	AES256
Building	Optional		List management, reporting segmentation	AES256
Manager	Optional		List management, reporting segmentation	AES256
Other HR Attributes If/As Required by Customer	Optional		List management, reporting segmentation	AES256

Message Data

DATA ELEMENT	REQUIRED	STORED	PROCESSING	STORAGE ENCRYPTION
Email Message	Yes	Optional and temporary (as draft or scheduled send)	Composing and sending email message	AES256
Sent Time/Date	Yes	Required temporarily for send processing and scheduled sends Optional when PoliteMail Online Sent Items folder is enabled, or when users elect to use the "save as draft" functionality	Reporting & analysis	SHA256
Time Zone	Yes	Yes	List management, reporting segmentation	AES256
To:	Yes	Yes	Reporting & analysis	SHA256
From:	Yes	Yes	Reporting & analysis	AES256
Subject:	Yes	Yes	Reporting & analysis	AES256
URL's	Yes	Yes	Click reporting	AES256
Word Count	Yes	Yes	Reporting	AES256
Image Count	Yes	Yes	Reporting	AES256

DATA ELEMENT	REQUIRED	STORED	PROCESSING	STORAGE ENCRYPTION
Image Sizes (Pixel Dimensions)	Yes	Yes	Reporting	AES256

Email Interaction Data

MESSAGE DATA	REQUIRED	STORED	PROCESSING	STORAGE ENCRYPTION
Device OS	Yes	Yes	Reporting Analytics	AES256
Browser Ver	Yes	Yes	Reporting Analytics	AES256
Date & Time	Yes	Yes	Reporting Analytics	AES256
Message ID	Yes	Yes	Reporting Analytics	SHA256
Recipient ID	Optional individual or anonymized	Yes	Reporting Analytics	AES256
User Agent	Yes	Partial	Reporting Analytics	AES256
IP	Yes	Optional via proxy	Reporting Analytics	AES256
Geolocation	Yes	Yes	IP reverse lookup to ascertain region (state/province)	SHA256
URL Clicked	Yes	Yes	Reporting Analytics	AES256
Link ID	Yes (Reverse IP lookup) to state/province level	Yes	Reporting Analytics	AES256
View Time	Yes	Yes	Reporting Analytics	AES256

Data by Measurement Mode

Data Collected / Stored	Individual Mode	Anonymous Mode	Aggregate Mode
Sender Email	✓	✓	✓
Distribution List Name	✓	✓	✓
Nested DL / Subgroup	✓		
Subject, Date, Time	✓	✓	✓
Recipient Name, Email	✓	Anonymized	
Recipient IP	✓	Geolocation only	Geolocation only
Recipient User Agent	✓	✓	✓
Open Date, Time, Device	✓	✓	✓
Read Time (seconds open)	✓	✓	✓
Clicks (link name and url)	✓	✓	✓

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