Message Sensitivity

Last Modified on 10/01/2026 4:26 pm EDT

Applies To: New PoliteMail Legacy PoliteMail

Version: 4.9+ 5.0+

Do Sensitivity Labels work when sending with PoliteMail?

Sensitivity labels are a Microsoft Purview feature that classify and optionally protect email and documents (encryption, Do Not Forward, etc.).

While Outlook has a button in the toolbar to set sensitivity, messages sent via SMTP, such as the PoliteMail server, do not participate in the MIP client-side labeling process, so labels are not automatically applied just because the mailbox has labels available. This Microsoft article explains this in greater detail.

If you need to use sensitivity, you could either send using the Outbox, or possibly set up mail flow rules to add headers or modify subject/body to reflect classification, or use Purview auto-labeling to stamp a non-encrypting label when conditions match.

PoliteMail