

Anti-spam Policy

Coopers Removals Ltd

Website: www.coopersremovals.com

1. What is spam?

1.1 Spam is unsolicited bulk electronic communication. It includes, but is not limited to, unsolicited bulk email messages, unsolicited bulk instant messages, and unsolicited bulk text messages.

1.2 Spam is a serious problem for internet users and internet service providers. It wastes resources, consumes bandwidth, and may be used to distribute malware or facilitate fraud.

1.3 In many jurisdictions, the sending of spam is regulated or prohibited by law, including under the Privacy and Electronic Communications (EC Directive) Regulations 2003 in the United Kingdom and the CAN-SPAM Act of 2003 in the United States.

2. Our anti-spam commitment

2.1 We are committed to ensuring that our systems and services are not used for the sending of spam.

2.2 We will not send you unsolicited electronic communications unless you have given your prior consent to receive such communications or we are otherwise permitted by law to send them.

2.3 We will take reasonable steps to ensure that any third parties engaged by us in the sending of electronic communications on our behalf comply with this policy.

3. Automated spam filtering

3.1 We use automated spam filtering technologies to screen incoming electronic communications sent to our systems.

3.2 These technologies may include content-based filters, sender reputation checks, and other technical measures designed to identify and block spam.

3.3 Spam filtering technologies are applied to all incoming electronic communications directed to email addresses and other communication channels operated by **Coopers Removals Ltd**.

4. Problems with spam filtering

4.1 No spam filtering system is perfectly accurate. As a result, legitimate messages may occasionally be classified as spam and blocked or diverted ("false positives").

4.2 We accept no liability for the non-delivery or delayed delivery of legitimate electronic communications caused by the operation of our spam filtering technologies.

4.3 If you believe that a legitimate message you have sent to us has been filtered or blocked, please contact us using the details set out below.

5. User-generated spam

5.1 You must not use any service provided by us or through our website to send spam or to facilitate the sending of spam.

5.2 You must not use any communication facility provided by us to send messages that are unsolicited, bulk, or otherwise constitute spam.

5.3 Any breach of this Section 5 may result in the suspension or termination of your access to our services, without prejudice to any other rights or remedies available to us.

6. Receipt of unwanted messages from us

6.1 If you believe that you have received an unwanted electronic communication from us, please notify us using the contact details set out below.

6.2 Where applicable, you may unsubscribe from our marketing communications by [clicking the "unsubscribe" link included in the communication / contacting us using the details below].

6.3 We will process your unsubscribe request promptly, and in any event within [specify period, e.g. 5 working days] of receipt.

7. Changes to this policy

7.1 We may update this anti-spam policy from time to time by publishing a new version on our website.

7.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

8. Contact us

8.1 This website is owned and operated by [Coopers Removals Ltd].

8.2 If you have any questions about this anti-spam policy or wish to report a spam issue, you can contact us:

(a) by email, at [john@coopersremovals.com];

(b) by post, at [Cooper's Removals Ltd., Railway St., Grimsby DN32 7BN];

(c) by telephone, on [+44 01472 361958].
