Receiving Messages from Our Clients

Updated: February 27, 2017

This Receiving Messages from Our Clients guide ("Guide") reflects Cheetah Digital ("we", "us" and "our") commitment to the integrity of cloud-based message delivery, data management and cross-channel marketing services.

In a world full of spam, fraud and identity theft, we would like to help clarify for you what our role as an Email Service Provider (ESP) is for our clients. If you receive email messages from companies using our services, feel confident that the email messages in you inboxes were genuinely sent on the clients' behalf and that industry-leading efforts are in place to help keep your personal information secure.

- To learn more about our firm commitment to not providing software or services used for sending unsolicited commercial electronic messages ('spam'), please refer to the Global Anti-Spam Policy.
- To learn more about our online and services related privacy practices, including how we collect, use, share and secure personal information, please refer to the **Website and Digital Tracking Policy**.

Receiving Client Emails

When we send an email message on behalf of a client, we request the client to provide a domain. This will be associated with their account and be used in the email to communicate with you.   All elements in the full email header will reference the client's information. The only exception is when a client sends emails from our shared network. In this instance, the technical command (EHLO or HELO) used for connecting to an e-mail server will reflect our owned domains such as @chtah.com or @k.cheetahmail.com.

Additionally, the origins of all emails can be found by reviewing the sender's Internet Protocol (IP) address. The IP address (e.g. 12.34.567.890) can identify the actual computer that is sending the message and is visible within the technical header portion of the email message. The computers associated with any email address we send belong to Experian Cross-Channel Marketing and can be traced back to us as the designated sender. If you would like to trace any domain name or IP address of an email sender, refer to this section of the Network Solutions' website.

To learn more about fighting spam and authenticating email, please refer to these educational resources:

- www.ftc.gov/bcp/conline/edcams/spam/index.html
- www.maawg.org
- www.dkim.org
- www.espcoalition.org
- emailexperience.org
- certified-senders.eu
- fightspam.gc.ca

Email Abuse

If you believe you have received an unsolicited commercial email from Cheetah Digital on behalf of any of our clients or using any part of our domain name, please send an email (preferably with the reported email violation included or attached with the 'full sender header') to contactus@cheetahdigital.com.

Notification of Changes to This Guide

We reserve the right to modify this Guide at any time. If we make material changes to these statements, we will notify you on this page.

Contact Us

Please direct any questions or comments regarding our anti-spam practices to us at:

Cheetah Digital Head Office
Attention: Privacy
29 Broadway, Level 6
New York, NY 10006
Phone: 212-863-4600
Email: contactus@cheetahdigital.com

Or use this online form: https://www.cheetahdigital.com/contact