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LEGAL CENTER

Anti-Spam Policy

How we fight spam, and the rules you must follow when sending email or SMS.

Last updated: 14 October 2026

Our Commitment

HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our"), has a zero-tolerance policy for spam. This policy explains how we protect our customers from spam, and the rules you must follow when sending email or messages using our Services. It forms part of our Terms of Service and Acceptable Use Policy.

1. What We Do

- We filter incoming email on our hosting servers for spam, malware and phishing. Microsoft 365 email is filtered by Microsoft.
- We monitor outgoing email from our servers to detect spam and compromised accounts.
- We keep our anti-spam systems updated and follow industry standards, such as SPF, DKIM and DMARC.
- We act on spam reports and complaints (see section 4).

No spam filter is perfect. Some spam may reach your inbox, and some legitimate email may be marked as spam. Check your spam folder if you're missing an expected email.

2. Your Responsibilities When Sending

If you send commercial emails or SMS messages using our Services, you must comply with the *Spam Act 2003* (Cth) and the anti-spam laws of the countries you send to, such as the CAN-SPAM Act in the United States. This means every commercial message must:

- **Have consent:** only be sent to people who have agreed to receive it, or where consent can reasonably be inferred under the Spam Act;
- **Identify you:** clearly identify you or your business as the sender, with accurate contact details; and
- **Let people unsubscribe:** include a working unsubscribe option, and unsubscribe requests must be actioned within 5 business days.

You must not:

- use bought, rented or harvested email lists, or software that harvests addresses;
- forge or hide message headers or the sender's identity;
- run an open mail relay; or
- host a website or other content advertised through spam, even if the spam was sent from another provider.

For bulk or newsletter email, we recommend using a dedicated email marketing service rather than your hosting account. Shared and reseller hosting plans may have email sending limits.

3. What Happens If Spam Is Sent From Your Account

- If your account sends spam, including through a compromised mailbox, website or script, we may limit or suspend email sending, or suspend the affected Service, until the problem is fixed.
- Where reasonable, we will contact you first. We may act without notice where spam is affecting our network, our servers' reputation or other customers.
- Serious or repeated breaches may lead to termination of your account under our Acceptable Use Policy.

4. Reporting Spam

- **Spam sent from our network:** if you receive spam sent from an HSJ Host server or customer, email legal@hsj.host with the full email headers.
- **Spam reaching your mailbox:** if spam is getting through to an email account you host with us, contact our support team through the client portal and include the full email headers so we can improve filtering.
- **Reporting to the regulator:** you can also report spam to the Australian Communications and Media Authority (ACMA) through its website.

5. Our Own Messages

We follow the Spam Act when we send marketing. You can unsubscribe from our marketing at any time, as described in our Privacy Policy. Service messages, such as invoices, renewal reminders and outage notices, are still sent while you have an active Service.

6. Changes to This Policy

We may update this policy in the same way as our Terms of Service. If a change materially disadvantages you, we will email you at least 30 days before it takes effect. See section 3 of our Terms of Service.