

General Email Questions

Email account access for the deceased or incapacitated

IgLou values the confidentiality of our customer's private information, including the contents of and access to email. This protection remains in place even after a user passes away or becomes incapacitated. The following policy outlines the necessary procedures for gaining access to such accounts.

Policy Details: The privacy of our users remains a priority at all times. IgLou does not permit access to a user's email account—whether the user is deceased or incapacitated—unless a valid court order is presented or the account holder has previously provided IgLou with explicit written authorization for such access. This includes disclosure of account details, access to existing emails, the ability to send or receive new emails, or changing passwords.

Procedure for Requesting Access: Those wishing to access the email account of a deceased or incapacitated user must first provide IgLou with a valid court order or other government issued order directing the release of the information. Documents can be [submitted online or by postal mail](#) for our legal team to review.

Response Timeline: We attempt to review and respond to each request promptly. However, due to the sensitive nature of these requests, the process may take several weeks.

Account Deletion: IgLou retains the right to delete any account that has remained inactive for more than 90 days. It is important to contact us as soon as possible if retention of data is desired.

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