Privacy notice MEYER | Mail Desktop

MEYER | Mail Desktop, version 1, last updated 13 November 2026
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https://www.meyer-edv.com/meyer-mail/datenschutz-en

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1. Controller
MEYER EDV GmbH, Gerberhof 3, 31535 Neustadt am Rübenberge, Germany, email info@meyer-edv.com, phone +49 5032 9279898.

2. In short

- **Your data stays with you.** MEYER | Mail Desktop stores your messages, contacts, appointments, notes and sign-in details on your computer and exchanges them with the services you set up yourself.
- **What MEYER EDV receives:** only what we need for licensing and support, no messages. Exception: if you choose MEYER AI, it receives the texts you send to it (section 7).
- **AI features** are switched off by default; the program then sends nothing to any AI service. If you switch on an AI, the program by default only sends text to the chosen provider when you use a feature, unless the optional automatic features are switched on (section 7).
- **No advertising, no tracking:** The program contains no advertising and no analytics or tracking components.

3. What is stored only on your computer

- **Content:** messages, attachments, contacts, appointments, notes, search index and settings.
- **Sign-in details:** The sign-in details for your services are stored protected in the operating system's key store on your computer, on macOS in the keychain.
- **Profile password:** An optional profile password is stored only as a check value (hash).
- **Error log:** The program writes errors to a log file on the computer. It is not sent to us. The program contains no automatic error reports, no crash reporter and no telemetry.
- **Backups:** Backups you create are encrypted with your password.
- **No access by us:** We have no access to this data.
- **Deletion and retention:** You delete it in the program or by deleting the data folder, on macOS the folder Library/Application Support/MEYERMail in your home folder. On macOS, the program itself is located in the Applications folder and is called "MEYER | Mail"; if you only remove the program, the data is kept. You decide how long you keep it.

4. Your mail, calendar and contact services

- **Standalone mode:**
  - The program connects directly to the mail, calendar and contact services you set up yourself.

    - It sends your sign-in details and the content you send or synchronise there, not to MEYER EDV.
    - The provider of each service, not us, is responsible for the processing there.
- **Server mode with a MEYER Mail Server:**
    - Your sign-in details and content are stored on that server and are accessible to its operator.
    - If MEYER EDV operates the server for you, for example as part of a Business Mail package, the privacy notice of that service and, for businesses, its data processing agreement apply.
- **Microsoft 365:** If you connect a Microsoft 365 account, you sign in directly with Microsoft (login.microsoftonline.com). The program receives only an access token from Microsoft and exchanges your content directly with Microsoft. Microsoft is responsible for this; data may be transferred to the USA.
- **External images in emails:** They are only loaded with your approval or according to your settings. When they load, the sender learns your IP address and the time.

5. Conferences

When you join a video conference, the program connects to the provider concerned, for example Microsoft Teams, Zoom, Google Meet, Jitsi, Nextcloud Talk, Webex or a MEYER Mail Server. Video, audio and, if applicable, your screen are transmitted, and only while you take part. On macOS, the system asks for permission for the camera, microphone and screen sharing beforehand. The conference provider is responsible.

6. Archive destinations and backups

If you set up a destination for the email archive, such as a network drive, SFTP, WebDAV, S3 or OneDrive, the program transfers the archived messages and the sign-in details required for this to that destination. The provider of the destination, or you yourself, is responsible.

7. AI features

The AI features are switched off by default; the program then sends nothing to any AI service.

- **On request:** If you switch on an AI and choose a provider, the program by default only sends text to that provider when you expressly use a feature, for example the draft of a message or the text of a message you want to reply to. This applies unless the optional automatic features are switched on.
- **Automatic features:** They are also switched off by default. If you switch one of them on, the program sends content of your emails to the chosen provider on its own, without you using the feature each time:
    - automatic summary: when you open an email;
    - appointment detection: for incoming emails;
    - automatic salutation: when replying;
    - phishing assessment of suspicious links: for emails containing such links.
- **MEYER AI:**
    - If you choose MEYER AI, the program sends the relevant text to the MEYER ai-manager service at aimanager.meyer-edv.cloud. MEYER EDV is responsible for this processing.
    - The text is processed to deliver the result to you. The legal basis is performance of the contract for the program (Art. 6(1)(b) GDPR).
    - We cannot yet state with certainty:
        - who operates the service technically and in which country;

        - whether it passes texts on to another AI provider;
        - how long texts are stored there.
    - We therefore cannot currently rule out processing outside the EU or storage beyond the request. As soon as these details are established, we will add them here before anything about the processing changes.
    - Until then, we recommend: do not send confidential content or particularly sensitive data, such as data about your health, via MEYER AI, and do not switch on automatic features for MEYER AI, because they send emails to the service without you selecting them. You can instead enter a provider of your choice or leave the AI features switched off.
    - We do not currently offer a data processing agreement (Art. 28 GDPR) for MEYER AI. For your company's data, please use another provider until then.
- **Your own server:** The text is sent only to that server.
- **Third-party providers** (OpenAI, xAI, Google, Mistral, DeepSeek, Groq, OpenRouter or another service you enter):
    - The program sends the text directly to that provider. We do not receive it.
    - The provider is responsible under its own terms; data may be transferred to countries outside the EU, such as the USA or China.
    - Please read the provider's privacy notice before choosing it.
- **Third-party content:** Messages often contain data about other people. If you send such texts to an AI provider, you are responsible for making sure you are allowed to do so. With the automatic features, this also applies to incoming emails you have not yet read.

8. Licence check

- **When:** on activation and then at most every 14 days, in the background and only when an internet connection is available. Starting the program does not wait for it; without an internet connection, the program keeps running.
- **What:** The program sends to our licence server (license.meyer-edv.cloud, our own server in Frankfurt am Main):
    - the licence number;
    - your computer's name;
    - a check value (hash) derived from characteristics of your computer;
    - the operating system and program version;
    - for technical reasons, your IP address.
- **Trial:** During the trial, too, the program sends us at most the data listed above.
- **Purpose:** We use this to check that the licence is valid and used on no more than two computers.
- **Legal basis:** Art. 6(1)(b) GDPR; for businesses point (f), based on our interest in enforcing the licence.
- **Automated decision:** The check automatically decides whether a licence is valid. This is necessary for the performance of the contract (Art. 22(2)(a) GDPR). If you believe a decision is wrong, write to us and we will review it personally.
- **Retention:**
    - We store licence and device data for the duration of the licence and then until the limitation period expires, three years from the end of the year.
    - The licence management system stores IP addresses for 30 days; they are then deleted.
    - The encrypted connection ends at a network device in front of the licence server. Whether access logs containing IP addresses are created there, and how long they are kept, has

not yet been clarified; we will add this here as soon as it is established.

9. Updates

- **Provision:** We provide new versions as a download on our website www.meyer-edv.com. You download and install them yourself. Our privacy policy at https://www.meyer-edv.com/datenschutz applies to visits to the website.
- **No delivery via the program:** We do not currently operate an update server. The program does not receive updates from us and does not contact us for this purpose.
- **"Check for updates" menu item:** No update address is entered by default; the program then reports that no update source is set up and sends nothing. If you enter an address yourself, the program tries to reach it. The program version, the operating system and, for technical reasons, your IP address are transmitted in the process. You do not currently receive updates from us this way.

10. Contact

If you write to us, we process your details in order to answer your request (point (b) or (f)). We delete the message once the request has been dealt with and no retention obligation applies.

11. Recipients

- **Our own servers:** We operate the licence server (license.meyer-edv.cloud), the website and the mail server ourselves, on our own servers in a data centre in Frankfurt am Main. active 1 GmbH, Kritenbarg 66, 22391 Hamburg, provides data centre space, power and network connectivity for this. For the network device in front of the licence server, see section 8.
- **Emails to us:** For emails to @meyer-edv.com, a mail server of STRATO GmbH, Otto-Ostrowski-Straße 7, 10249 Berlin, is registered as a fallback mail server in addition to our own mail server. If our mail server cannot be reached, sending mail servers may deliver your message to STRATO. Whether STRATO then accepts or temporarily stores it, and for how long, has not yet been clarified.
- **Third countries:** We transfer data to a third country only where stated in this notice.
- **Your choice:** Transfers to services you choose yourself are initiated by you.

12. Obligation to provide data

Without the licence check, we cannot activate a licence. All other transfers are voluntary and depend on which services and features you use.

13. Your rights

You have the right of access, rectification, erasure, restriction of processing and data portability. You can object, on grounds relating to your particular situation, to processing based on our legitimate interest. To do so, write to info@meyer-edv.com. We cannot provide information about data stored only on your computer.

You can lodge a complaint with a data protection supervisory authority. The authority responsible for us is the Data Protection Commissioner of Lower Saxony (Die Landesbeauftragte für den Datenschutz Niedersachsen), Prinzenstraße 5, 30159 Hannover, Germany.

14. This website

The privacy policy of www.meyer-edv.com applies to your visit to this page: https://www.meyer-edv.com/datenschutz.

15. Changes

If the data the program transmits changes, we will update this notice before the update concerned.