

Joyce Lyn (11/06/2021, 21:12:23): Hi, thank you for contacting Keap Support. My name is Joyce Lyn. I hope you're doing well today.
Me (11/06/2021, 21:14:53): hello, i added one of my email addresses that I have to test if campaigns work correctly etc and it has started syncing my emails (that have not been sent through infusionsoft and adding them into infusionsoft)
Me (11/06/2021, 21:15:03): i don't want my emails to show up in here
Joyce Lyn (11/06/2021, 21:16:23): What do you mean , you do not want to sync emails?
Me (11/06/2021, 21:17:26): no absolutely not, its pulling in my emails that are nothing to do with infusionsoft into the system
Me (11/06/2021, 21:17:54): i don't even understand how it has permission to do that
Joyce Lyn (11/06/2021, 21:18:35): Let me check this for you , can I access your application?
Me (11/06/2021, 21:18:53): sure
Joyce Lyn (11/06/2021, 21:18:58): Thank you! Kindly click on this link to grant my permission

<https://vk423.infusionsoft.com/app/stealth/supportAccess>

Me (11/06/2021, 21:18:58): can you send me the link
Me (11/06/2021, 21:19:16): angie.wilkes@stopdigging.co.uk
Me (11/06/2021, 21:19:24): is the email it has done it on
Joyce Lyn (11/06/2021, 21:29:15): Checking on it
Joyce Lyn (11/06/2021, 21:29:19): Please bear with me
Me (11/06/2021, 21:29:22): ok thanks
Joyce Lyn (11/06/2021, 21:31:13): As per checking that email address is not set to sync emails
Me (11/06/2021, 21:32:30): ok, so why are they there?
Joyce Lyn (11/06/2021, 21:35:02): You mentioned that you added your email address to test a campaign correct ? then it started to sync your emails
Me (11/06/2021, 21:36:35): i added my email into infusionsoft so that i could tag it into certain campaigns and then test it (not an infusionsoft test) my own testing, so basically I just added it as a contact
Joyce Lyn (11/06/2021, 21:37:25): Got it , so this is a test email address angie.wilkes@stopdigging.co.uk
Me (11/06/2021, 21:38:10): yes its a separate email address i own
Joyce Lyn (11/06/2021, 21:41:18): What do you mean that you do not want your emails to show up ?
Me (11/06/2021, 21:42:04): my emails have synced into your system
Me (11/06/2021, 21:42:22): did you check the email address i told you?
Joyce Lyn (11/06/2021, 21:48:11): Yes, I am checking on it
Joyce Lyn (11/06/2021, 21:48:28): Did you use this email address before ?
Me (11/06/2021, 21:49:53): I don't quite understand the question? It is an email address I have for one of the companies I work for and have had it for a while so yes I use it every day.
Joyce Lyn (11/06/2021, 21:50:11): I mean is this the first time that you use this email address in infusionsoft?
Me (11/06/2021, 21:55:42): I don't know, possibly not
Me (11/06/2021, 21:56:21): I can't remember if I have or not, I

could have done as I have had it a while

Me (11/06/2021, 21:56:40): but it has never taken my emails and added them before

Joyce Lyn (11/06/2021, 21:59:04): This look like this email was already added in the list before and that is the reason why it sync the emails

Me (11/06/2021, 22:01:06): so why would it sync the emails though? I have never given permission for it to do that. Are you saying if you add an email in once and delete it when you add it back in, that give the system permission to pull your private emails into the system? i am still at square one from starting this conversation?

Joyce Lyn (11/06/2021, 22:01:37): Yes, even if it is private emails .

Me (11/06/2021, 22:01:58): so please explain why and how it can do that

Joyce Lyn (11/06/2021, 22:02:09): It was in the system already

Me (11/06/2021, 22:02:54): so i can read anyones emails, if i add in someone i don't knows email address and delete it and add it back in, it will show me their emails, is that what you are saying? That is insane

Joyce Lyn (11/06/2021, 22:05:40): Accept my humble apology, I will forward this to our developer to add feature in removing or deleting this emails in the app.

Joyce Lyn (11/06/2021, 22:08:17): Yes it will show

Me (11/06/2021, 22:09:20): No I am asking a question so I understand as this has to be a big security breach, something is really wrong here. So i can read your personal emails if i know your email address?

Joyce Lyn (11/06/2021, 22:11:03): Yes, that is correct

Me (11/06/2021, 22:11:48): which is illegal

Joyce Lyn (11/06/2021, 22:12:03): This will only show in infusionsoft app

Joyce Lyn (11/06/2021, 22:12:09): Not outside infusion

Me (11/06/2021, 22:12:51): if i can read anyones emails inside infusionsoft that is still highly illegal

Me (11/06/2021, 22:14:06): its the same as computer hacking

Joyce Lyn (11/06/2021, 22:16:40): Sorry for this , you may try to do this <https://help.infusionsoft.com/help/hide-your-email-communications-on-a-contact-record>

Joyce Lyn (11/06/2021, 22:17:20): That will hide your email history in your contact record

Me (11/06/2021, 22:19:03): No that is not the point, what you are doing is very illegal. You have access to my private emails and thousands/millions of other people that have not given you permission for that.

Me (11/06/2021, 22:19:32): how can you do that? How can you legally justify that?

Joyce Lyn (11/06/2021, 22:20:24): Sorry for the misunderstanding earlier , there is a way to hide your email history . You may check the article I provided to do that .

Me (11/06/2021, 22:22:04): What misunderstanding? I think you need to put me onto a manager please as I am highly concerned with what has been said and I would like to escalate this as I am not happy that you can just hack anyones private emails, thats shocking

Joyce Lyn (11/06/2021, 22:23:52): I mentioned earlier that this cannot be hidden in the contact email history , however this article <https://help.infusionsoft.com/help/hide-your-email-communications-on-a-contact-record> will help you hide the email history of the contact

Me (11/06/2021, 22:26:27): OK well that wasn't my question, as you know I wanted to know how on earth it is pulling in my personal emails in the first place. Which i would like answered from a manager please as its obviously not your fault you work for a business that does this but it is very very concerning they can hack emails like this so i need to escalate thisd

Joyce Lyn (11/06/2021, 22:29:56): I completely understand that , you may reach our phone support

<https://help.infusionsoft.com/help/contact-support>

Me (11/06/2021, 22:30:52): so you are refusing to pass to a manager on here?

Me (11/06/2021, 22:32:41): Give me an email address please then to raise an official complaint as I would like this all in writing

Joyce Lyn (11/06/2021, 22:33:02): I'm afraid I cannot escalate this but I can forward your concern with our developer team

Me (11/06/2021, 22:34:10): please provide me with an email address where i can address this complaint

Joyce Lyn (11/06/2021, 22:37:47): You may visit this link <https://keap.com/tellus>

Me (11/06/2021, 22:38:36): that is a feedback link, not a link for an official complaint

Me (11/06/2021, 22:39:38): this is serious, you have accessed private emails that were nothing to do with keap and added them to the system, this isn't a jole and you are trying to fob me off. I want to know where i can raise a complaint