We Dig Creativity

Messages and Reminders Policy

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We would rather send you fewer emails than more. This page lists every kind of message the system sends, so none of them is a surprise, and says how to stop the ones you can stop.

Messages you need

Receipts and confirmations. When you send a form, we reply to say it arrived. When you pay, we send a receipt. When you book a call, we confirm the time.

Account and security messages. Sign-in links, password resets and warnings about unusual activity on your account. These are sent for your safety, so they cannot be switched off while you hold an account.

Project messages. Updates, approvals needed from you, invoices and delivery notes for the work we are doing together. They are part of the work. If you do not want a particular one, tell us and we will agree how else to reach you.

Reminders about an unfinished brief

If you start an onboarding brief, leave your email and do not finish it, we may remind you. We send at most two reminders, spaced out, and none after you submit. Each includes a link that switches reminders off in one tap, with no sign-in. The reminders stop once you use it, and are not sent again.

A pre-filled link sent to you by our team lets you continue where our team stopped. It works for a limited time and then stops.

Newsletters and marketing

We send news, articles or offers only to people who asked for them, and each one carries an unsubscribe link. Unsubscribing takes effect at once. We keep your address on a suppression list so we do not add you again by mistake.

What we do not do

We do not sell or share your address for someone else's marketing. We do not send messages to anonymous or throwaway addresses, and we turn those away on our forms. We do not ask for passwords or card numbers by email, and a message that asks for them did not come from us.

How we record messages

To avoid sending the same message twice and to answer whether a message reached you, we keep a record of each message sent: who it went to, what kind it was, the time, and whether it was delivered. These records are kept for a limited period and then deleted.

Changing your mind

Use the link in any message, change your settings in the portal where they are offered, or write to info@wedigcreativity.com and we will do it for you. Switching one kind off does not switch off the messages you need to run an account or a project.

Questions

Write to info@wedigcreativity.com. The current version of this policy is always at https://wedigcreativity.com/policies.