

mailbox (company)

mailbox (formerly mailbox.org) is a paid [encrypted email service provider](#) based in [Germany](#).^[2] The encryption system uses [PGP](#) like most other encrypted email providers. Since September 2025, mailbox positions itself as a "digitally sovereign workplace" and offers an integrated suite of email, calendar, video conferencing, and cloud storage.^[3] It competes against [Microsoft 365](#) and [Google Workspace](#) as a German-based provider. Its target customers include private, business, school and public authorities.^[4]


History

Historically, mailbox.org traces back to *JPBerlin*, which has been offering independent and ad-free email accounts based in Germany since 1989.^[5] JPBerlin was founded by the former [Junge Presse Berlin](#) (Young Press Berlin) with Peer Heinlein as administrator. Peer Heinlein continues to operate it as an independent service within his Heinlein company group to this day in the spirit of the original association.^[6]

In the wake of the [global surveillance and espionage affair](#), mailbox.org was created in 2014 according to founder Peer Heinlein from the desire to build an "internationally scaling mail provider that sets new standards in terms of security, transparency and freedom from advertising".^{[6][7]}

Since 2016, mailbox has offered a [Tor](#) exit node for anonymizing connection data.^[8] If mailbox's services are accessed via the Tor anonymization network and the Tor exit server, mailbox no longer logs IP addresses that would be suitable for [data retention](#).^{[9][10]}

After mailbox.org had been providing email addresses for teachers in [Thuringia](#) on behalf of the Thuringian Ministry of Education, Youth and Sport since 2020, the Berlin Senate Department for Education, Youth and Family also had all of its approximately 33,000 Berlin teachers at public schools provided with secure email accounts by mailbox.org starting in 2021.^{[11][12]} However, in

mailbox	
	
Available in	English, German
Headquarters	Berlin, Germany
Owner	Heinlein Hosting GmbH ^[1]
URL	mailbox.org (https://mailbox.org)
Commercial	Yes
Registration	Required
Launched	February 20, 2014
Current status	Online

December 2022, Berlin schools were again planned to convert from mailbox email to Microsoft Exchange emails as reported by [Der Tagesspiegel](#).^[13]

Rebranding and new positioning

In September 2025, mailbox.org rebranded to mailbox and now positions itself as the "digitally sovereign workplace".^[14] This strategic repositioning included a complete technical overhaul of all components into an integrated platform and a new brand identity. In 2024, the company celebrated its 10th anniversary and launched a beta program for continuous innovation. In 2025, mailbox received the awards "Software made in Germany" and "Software hosted in Germany".^[15]

Data centers and infrastructure

Behind mailbox is the Heinlein Group in the IT industry. With more than 150 permanent employees, Heinlein is among Germany's Linux and email specialists. mailbox operates its servers exclusively in German data centers in Berlin, which are supplied with green energy. The infrastructure meets the highest security standards and ensures maximum security through comprehensive physical and technical protective measures. No data is transmitted abroad, thereby excluding legal uncertainties.^{[16][17]}

Features

Services

mailbox divides its offerings into those for private customers and those for business customers. The offerings include email services with spam and virus protection, web [groupware](#) including [online office suite](#), a proprietary [video conferencing](#) system, and [file sharing](#) – as an alternative to [Microsoft 365](#), [Google Workspace](#), or [Google Drive](#) hosted in Germany.^[18]

Pricing

The cheapest offer for private customers costs (as of August 2023) one euro per month and offers, among other things, two gigabytes of mail storage space and the possibility to create three email aliases. Standard and premium tariffs offer 10–25 GB mail storage and 5–50 GB [file hosting](#) storage space as well as the creation of up to 25 email aliases.^[19] Through so-called *Team*

Accounts, up to ten private individuals can use shared calendars, contacts, files, and other mailbox services.^[20]

mailbox charges private customers according to the [prepaid](#) principle. If desired, payment can also be made by cash deposit into the bank account or anonymously by [cash](#) by post.^[21]

Security

mailbox developed various new approaches to protect user data: for example, the provider was the first to introduce the option of subsequently encrypting all incoming emails with the user's public PGP key, thus providing special protection against access by third parties should the mailbox password be lost or compromised.^[22]

When using the [webmail](#) offer, it is possible to [encrypt](#) and [decrypt](#) emails using [PGP](#) and since November 2023 also using [S/MIME](#) without special client software (email program with any plugins that may be required), without necessarily using a [browser extension](#) such as [Mailvelope](#).^[23] Keys and the encryption process take place outside the user's sphere of influence on mailbox's servers, which, however, contradicts the principle of [end-to-end encryption](#). However, according to Peer Heinlein, CEO of mailbox, the [private keys](#) are stored on the servers at all times with a password known only to the user, so they cannot be viewed by administrators.^[24] In addition, this avoids the need to store private PGP or S/MIME keys on end devices that are perceived as insecure.

mailbox used [Extended Validation Certificates](#) as one of the first providers alongside security mechanisms such as [DANE](#) and [DNSSEC](#). Through the selection of high-quality [cipher suites](#) and additional HTTP security headers such as [HSTS](#), a particularly high level of encryption and very good protection against manipulation by third parties is achieved.^[25]

Video conferencing

The video conference service is based on the open-source [OpenTalk](#) software.^{[26][27]}

Additional features

Users of mailbox can also be reached via [Jabber](#) chat through a dedicated [XMPP](#) server.^[28] The service also offers [address books](#), [calendars](#) and an online office suite that includes a word processor and spreadsheet application.

Software used

As the basis for the webmail interface, mailbox uses the [free software Open-Xchange](#) OX App Suite from the company [Open-Xchange](#).^[29] For video conferencing, [OpenTalk](#) is used.

Data protection and advertising

The service does not send advertising emails and according to its own statements does not analyze the contents of users' emails,^[30] as is common practice with the world's most widely used email service [Gmail](#) – see also [Gmail's business model](#). The service removes client [IP addresses](#) and revealing information about the [email client](#) and operating system used from emails sent by its users.

Transparency

mailbox publishes an annual transparency report detailing the number of information requests it received from various governments.^[31]

Reception

In February 2015 and October 2016, mailbox.org became a test winner alongside [Posteo](#) by [Stiftung Warentest](#).^{[32][33]}

In June 2021, mailbox.org became a test winner alongside the Swiss Linuxfabrik in the "Cloud Service" category by the Swiss consumer magazine [K-Tipp](#).^{[34][35]}

A 2018 review by Ctrl Blog highlighted mailbox.org as a feature-rich and privacy-focused email provider. The reviewer praised its support for PGP encryption, productivity tools and commitment to user privacy. However, the review also criticized the complexity of the PGP setup for non-technical users and noted that some user interface elements could be confusing or unintuitive.^[36]

Legal dispute with Russian supervisory authority Roskomnadzor

After the Russian telecommunications supervisory authority [Roskomnadzor](#) requested a ban of mailbox.org in [Russia](#) in December 2019, mailbox.org declared in January 2020 that they would be legally represented in a legal dispute, as they regarded the authority's actions as an attempt at

Internet censorship.^[37] In February 2020, Roskomnadzor withdrew the blocking request filed against mailbox.org after mailbox.org agreed to have its own publicly viewable web **imprint** data entered into the Russian telecommunications directory.^[38]

See also

- [Mailfence](#)
- [Tuta](#)
- [Proton Mail](#)
- [Posteo](#)

References

1. ["Legal notice | mailbox.org" \(https://mailbox.org/en/legal-information\)](https://mailbox.org/en/legal-information) . *mailbox.org*. Retrieved 2025-09-12.
2. Brinkmann, Martin (Feb 24, 2014). ["Mailbox.org: German email provider offering full inbox encryption" \(https://www.ghacks.net/2014/02/24/mailbox-org-german-email-provider-offering-full-inbox-encryption/\)](https://www.ghacks.net/2014/02/24/mailbox-org-german-email-provider-offering-full-inbox-encryption/) . Archived (<https://web.archive.org/web/20230727125242/https://www.ghacks.net/2014/02/24/mailbox-org-german-email-provider-offering-full-inbox-encryption/>) from the original on 2023-07-27. Retrieved 2023-07-27.
3. ["mailbox Relaunch: Europas neuer digital souveräner Arbeitsplatz | mailbox" \(https://mailbox.org/de/news/mailbox-wird-zum-digital-souveraenen-arbeitsplatz/\)](https://mailbox.org/de/news/mailbox-wird-zum-digital-souveraenen-arbeitsplatz/) . *mailbox.org* (in German). 2025-09-09. Retrieved 2025-09-09.
4. Huber, Mathias (2014-02-21). ["Mailbox.org: Heinlein startet modernisiertes Mail-Angebot" \(https://www.linux-magazin.de/news/mailbox-org-heinlein-startet-modernisiertes-mail-angebot/\)](https://www.linux-magazin.de/news/mailbox-org-heinlein-startet-modernisiertes-mail-angebot/) . *Linux-Magazin* (in German). Archived (<https://web.archive.org/web/20230727183905/https://www.linux-magazin.de/news/mailbox-org-heinlein-startet-modernisiertes-mail-angebot/>) from the original on 2023-07-27. Retrieved 2023-07-27.
5. ["Das sichere E-Mail-Postfach für 1 €/Monat" \(https://www.jpberlin.de/email/sichere-e-mail/\)](https://www.jpberlin.de/email/sichere-e-mail/) . *JPBerlin - Politischer Provider* (in German). Archived (<https://web.archive.org/web/20230727135326/https://www.jpberlin.de/email/sichere-e-mail/>) from the original on 2023-07-27. Retrieved 2023-07-27.

6. Sobiraj, Lars (2021-03-19). "mailbox.org entstand wegen Edward Snowden: Peer Heinlein im Gespräch" (<https://tarnkappe.info/artikel/interviews/mailbox-org-entstand-wegen-edward-snowden-peer-heinlein-im-gespraech-91422.html>) . *Tarnkappe.info* (in German). Archived (<https://web.archive.org/web/20230727135323/https://tarnkappe.info/artikel/interviews/mailbox-org-entstand-wegen-edward-snowden-peer-heinlein-im-gespraech-91422.html>) from the original on 2023-07-27. Retrieved 2023-07-27.
7. "About mailbox.org - Our team, our history, our mission | mailbox.org" (<https://mailbox.org/en/company#our-history>) . *mailbox.org*. Archived (<https://web.archive.org/web/20230628003529/https://mailbox.org/en/company#our-history>) from the original on 2023-06-28. Retrieved 2023-07-27.
8. "Tor Good Exit Nodes" (https://www.privacy-handbuch.de/handbuch_24n.htm) . *www.privacy-handbuch.de*. Archived (https://web.archive.org/web/20230727135324/https://www.privacy-handbuch.de/handbuch_24n.htm) from the original on 2023-07-27. Retrieved 2023-07-27.
9. professional, com!. "Mailbox.org betreibt eigenen Tor Exit Node" (<https://www.com-magazin.de/news/e-mail/mailbox.org-betreibt-eigenen-tor-exit-node-1075494.html>) . *com! - Das Computer-Magazin* (in German). Archived (<https://web.archive.org/web/20230727135322/https://www.com-magazin.de/news/e-mail/mailbox.org-betreibt-eigenen-tor-exit-node-1075494.html>) from the original on 2023-07-27. Retrieved 2023-07-27.
10. online, heise (2016-02-04). "Mailbox.org betreibt Tor-Exit-Node" (<https://www.heise.de/news/Mailbox-org-betreibt-Tor-Exit-Node-3092618.html>) . *Security* (in German). Archived (<https://web.archive.org/web/20230727135323/https://www.heise.de/news/Mailbox-org-betreibt-Tor-Exit-Node-3092618.html>) from the original on 2023-07-27. Retrieved 2023-07-27.
11. "Sichere E-Mail für Lehrer: mailbox.org schließt 5-Jahres-Vertrag mit Bildungsministerium Thüringen" (<https://mailbox.org/de/pressemitteilung-bildungsministerium-thueringen>) . *mailbox.org* (in German). 2020-01-08. Retrieved 2023-11-25.
12. "Datensichere Dienstmails für Lehrkräfte kommen: Die Testphase läuft bereits" (<https://www.berlin.de/sen/bjf/service/presse/pressearchiv-2021/pressemitteilung.1041870.php>) . *www.berlin.de* (in German). 2021-01-19. Archived (<https://web.archive.org/web/20230727135321/https://www.berlin.de/sen/bjf/service/presse/pressearchiv-2021/pressemitteilung.1041870.php>) from the original on 2023-07-27. Retrieved 2023-07-27.

13. "Anbieterwechsel empört Abgeordnete: Berlins Lehrkräfte bekommen neue Mail-Adressen" (<https://www.tagesspiegel.de/berlin/anbieterwechsel-empfort-abgeordnete-berlins-lehrkrafte-bekommen-neue-mail-adressen-9032227.html>) . *Der Tagesspiegel Online* (in German). ISSN 1865-2263 (<https://search.worldcat.org/issn/1865-2263>) . Archived (<https://web.archive.org/web/20230727135323/https://www.tagesspiegel.de/berlin/anbieterwechsel-empfort-abgeordnete-berlins-lehrkrafte-bekommen-neue-mail-adressen-9032227.html>) from the original on 2023-07-27. Retrieved 2023-07-27.
14. "mailbox Relaunch: Europas neuer digital souveräner Arbeitsplatz | mailbox" (<https://mailbox.org/de/news/mailbox-wird-zum-digital-souveraenen-arbeitsplatz/>) . *mailbox.org* (in German). 2025-09-09. Retrieved 2025-09-09.
15. "Über uns" (<https://mailbox.org/de/ueber-uns/>) . *mailbox.org* (in German). 2025-09-09. Retrieved 2025-09-09.
16. "Über uns" (<https://mailbox.org/de/ueber-uns/>) . *mailbox.org* (in German). 2025-09-09. Retrieved 2025-09-09.
17. "Business" (<https://mailbox.org/de/business/>) . *mailbox.org* (in German). 2025-09-09. Retrieved 2025-09-09.
18. Huber, Mathias (2014-12-17). "Mailbox.org mit mobilem Officepaket" (<https://www.linux-magazin.de/NEWS/Mailbox.org-mit-mobilem-Officepaket>) . *Linux Magazin* (in German). Retrieved 2016-12-20.
19. "Preisübersicht" (<https://mailbox.org/de/produkte#preise>) . *mailbox.org* (in German). Retrieved 2023-05-08.
20. "mailbox.org für Teams und Familien" (<https://mailbox.org/de/privatkunden>) . *mailbox.org* (in German). Retrieved 2023-05-08.
21. "mailbox.org für Privatkunden/Häufige Fragen: Wie kann ich bezahlen?" (<https://mailbox.org/de/privatkunden>) . *mailbox.org* (in German). Retrieved 2023-05-08.
22. "Stiftfilm: Das verschlüsselte Postfach | mailbox.org – Ihr sicherer E-Mail-Anbieter" (<https://web.archive.org/web/20151117154854/https://mailbox.org/im-stiftfilm-erklaert-das-vollstaendig-verschluesselte-postfach/>) . *mailbox.org* (in German). 2015-11-17. Archived from the original (<https://mailbox.org/im-stiftfilm-erklaert-das-vollstaendig-verschluesselte-postfach/>) on 2015-11-17. Retrieved 2023-07-27.
23. "Neues Feature: mailbox.org führt S/MIME im Webmailer ein" (<https://mailbox.org/de/post/neues-feature-mailbox-org-fuehrt-s-mime-im-webmailer-ein>) . *mailbox.org* (in German). Retrieved 2023-11-25.

24. Bleich, Holger (2015-07-10). "Webmail mit PGP bei Mailbox.org" (<https://www.heise.de/ct/ausgabe/2015-16-aktuell-Internet-2740928.html>) . *c't* (16/2015). Archived (<https://web.archive.org/web/20220422080025/https://www.heise.de/ct/ausgabe/2015-16-aktuell-Internet-2740928.html>) from the original on 2022-04-22. Retrieved 2023-07-27.
25. "Security features & encryption | mailbox.org" (<https://mailbox.org/en/security>) . *mailbox.org*. Archived (<https://web.archive.org/web/20230710194226/https://mailbox.org/en/security>) from the original on 2023-07-10. Retrieved 2023-07-27.
26. "Sag Hallo zu OpenTalk – die sichere Videokonferenz der Zukunft" (<https://mailbox.org/de/post/hallo-opentalk-die-dsgvo-konforme-videokonferenz>) . *mailbox.org* (in German). 2022-10-20. Retrieved 2023-11-25.
27. "OpenTalk · GitLab" (<https://gitlab.opencode.de/opentalk>) . *GitLab*. Archived (<https://web.archive.org/web/20230819132128/https://gitlab.opencode.de/opentalk>) from the original on 2023-08-19. Retrieved 2023-08-19.
28. "Golem.de: IT-News für Profis" (<https://www.golem.de/sonstiges/zustimmung/auswahl.html?from=https%3A%2F%2Fwww.golem.de%2Fnews%2Fjabber-xmpp-mailbox-org-startet-instant-messaging-service-1502-112512.html>) . *www.golem.de*. Archived (<https://web.archive.org/web/20230727135321/https://www.golem.de/sonstiges/zustimmung/auswahl.html?from=https://www.golem.de/news/jabber-xmpp-mailbox-org-startet-instant-messaging-service-1502-112512.html>) from the original on 2023-07-27. Retrieved 2023-07-27.
29. Marwan, Peter (2016-01-25). "Mailbox.org hat sein Cloud-Office-Angebot aktualisiert" (<https://www.itespresso.de/2016/01/25/mailbox-org-hat-sein-cloud-office-angebot-aktualisiert/>) . *ITespresso.de* (in German). Retrieved 2022-01-12.
30. "Security features & encryption | mailbox.org" (<https://mailbox.org/de/sicherheit#werbefreiheit>) . *mailbox.org* (in German). Retrieved 2019-04-25.
31. "About mailbox.org - Our team, our history, our mission | mailbox.org" (<https://mailbox.org/en/company#transparency-report>) . *mailbox.org*. Archived (<https://web.archive.org/web/20230628003529/https://mailbox.org/en/company#transparency-report>) from the original on 2023-06-28. Retrieved 2023-07-27.
32. "E-Mail-Provider: Mail-Dienste sehen alles" (<https://www.test.de/E-Mail-Provider-Mail-Dienste-sehen-alles-4806144-0/>) . *Stiftung Warentest* (in German). Retrieved 2016-04-04.

33. "Stiftung Warentest testet Mailprovider: Mailbox.org und Posteo gewinnen, Googles Gmail wird Letzter" (<https://netzpolitik.org/2016/stiftung-warentest-testet-mailprovider-mailbox-org-und-posteo-gewinnen-googles-gmail-wird-letzter/>) . *netzpolitik.org* (in German). Retrieved 2016-09-28.
34. Birmele, Christian (2021-06-01). "Acht von zehn Clouds sind nicht vertrauenswürdig" (<https://www.ktipp.ch/artikel/artikeldetail/acht-von-zehn-clouds-sind-nicht-vertrauenswuerdig/>) . *ktipp.ch* (in German). K-Tipp | Konsumenteninfo AG. Retrieved 2021-06-14.
35. Feilner, Markus (2021-06-14). "mailbox.org – Testsieger auch in der Schweiz!" (<https://mailbox.org/de/post/mailbox-org-testsieger-auch-in-der-schweiz>) . *mailbox.org* (in German). Heinlein Hosting GmbH. Retrieved 2021-06-14.
36. Aleksandersen, Daniel (2021-12-12). "Review of mailbox.org e-mail service" (<https://www.ctrl.blog/entry/review-mailboxorg.html>) . *Ctrl Blog*. Retrieved 2025-03-27.
37. "Russische Aufsichtsbehörde Roskomnadsor beantragt Sperre von mailbox.org vor Gericht" (<https://mailbox.org/de/post/russische-aufsichtsbehoerde-roskomnadsor-beantragt-sperre-von-mailbox-org-vor-gericht>) . *mailbox.org* (in German). Retrieved 2020-04-05.
38. Hoppenstedt, Max (2020-02-10). "Russland droht deutschem E-Mail-Anbieter mit Netzsperre" (<https://www.sueddeutsche.de/digital/mailbox-org-roskomnadsor-russland-sperre-1.4790651>) . *sueddeutsche.de* (in German). Retrieved 2020-04-05.

External links

- [mailbox.org – Homepage](https://mailbox.org/) (<https://mailbox.org/>)