How to Download Your Email Data (GDPR Data Portability)

Under Article 20 of the IOM GDPR, you have the right to receive certain personal data you have provided to us in a structured, commonly used, and machine-readable format or to have it transmitted to a replacement service provider. For your email service, this personal data consists of the contents of your mailbox.

The following guidelines will enable you to action this directly.

What data is included
- Emails you have sent and received
- Attachments
- Folder structure
- Message details (such as sender, recipient, subject, and date)
- Address Book (where stored within the mailbox service)

What data is not included
- Internal system logs
- Spam filtering information
- Security or access logs

How to download/transmit your mailbox data:

This process allows you to download your mailbox data or, where supported by your chosen replacement provider, transmit the data directly to them using standard replacement mechanisms. Simply sign in to your Manx.net email account using any email application (email client) that supports Internet Message Access Protocol (IMAP), for example:
- Microsoft Outlook
- Apple Mail
- Google Mail
- Mozilla Thunderbird

This approach is intentionally user-initiated and user-authorised. In an email context, allowing individuals to extract their own data using standard protocols is the most secure and interoperable method, and avoids the need for service providers to access mailbox contents or handle user credentials including passwords.

Relevant up to date guides are available from your email application (client) provider. For example:
- **Add an email account to Microsoft Outlook for Windows (LINK)**
- **Add an email accounts in Mail on Mac(LINK)**
- **Add an email account to Mozilla Thunderbird (LINK)**
- **Add an email account to Gmail (LINK)**

Once configured, allow the email client to fully synchronise your mailbox. This will download relevant available mailbox content to your device/your replacement service provider in a standard, machine-readable email format. Note that transmission to a replacement provider is subject to the technical capabilities of IMAP and of that provider and the use of standard, secure protocols.

You may then store this data or transfer it to another service provider which supports IMAP if you wish.

Important information about your email address

While your mailbox contents are portable, your email address itself is not transferable. The email address remains part of Manx Telecom's service and cannot be moved to another provider.

Need help?

If you are unable to download your mailbox data yourself, please contact our support team (using the contact details below). We can provide reasonable assistance, subject to identity verification and security requirements.

Notes:

Customers already using an email client will already have a local copy of their emails stored on their device. For webmail only users a client must be used on your device to create a local copy of emails, these users can follow the process above to download their data (via IMAP) locally.

Further support:

If you require further support, we can provide this by telephone, or by you visiting the Manx Telecom HQ or by visiting our Manx Telecom Shop. Please kindly contact us to make an appointment via manxnet@manxtelecom.com
Or by calling 01624 624624.