

# Isle Develop Email Hosting - Terms of Service

**Last updated: 18 May 2026**

These are the terms that apply when you subscribe to email hosting from Isle Develop CIC. By signing up, you agree to these terms, our Privacy Policy and our Data Transfer Policy.

If anything here is unclear, get in touch at [email@isledevelop.com](mailto:email@isledevelop.com) before you sign up.

## 1. Who we are

Isle Develop CIC, registered in Scotland (company number SC667689). Registered address: Coll View, Caolis, Isle of Tiree, PA77 6TS. Contact: [email@isledevelop.com](mailto:email@isledevelop.com).

In these terms, "we", "us" and "our" mean Isle Develop CIC. "You" and "your" mean the person or organisation subscribing to the service.

## 2. The service

We host email accounts on the [tireebroadband.com](https://tireebroadband.com) domain (and other domains we may add). The service includes:

- Send and receive email via IMAP, POP3 and SMTP
- Webmail access
- Storage for your messages
- Spam and virus filtering
- Twice-daily backups held in the UK
- Email support from [email@isledevelop.com](mailto:email@isledevelop.com)

We host with Stablepoint, a UK-based hosting provider.

## 3. Price and payment

The subscription is £36 per year. Isle Develop CIC is not VAT-registered, so no VAT is charged. Payment is taken by recurring card subscription through Stripe.

The subscription renews automatically each year. We'll email you a reminder before each renewal.

## 4. Cancellation and refunds

You can cancel at any time from your account or by emailing [email@isledevelop.com](mailto:email@isledevelop.com).

If you cancel partway through a paid year, the service continues until the end of that paid period. We don't refund part-years.

After cancellation, you have 30 days to download your email before the account is closed and the data is deleted from our systems and backups (subject to the retention periods in our Privacy Policy).

## 5. Acceptable use

You agree not to use the service for:

- Sending unsolicited commercial email (spam)
- Phishing, fraud or impersonation
- Distributing malware or harmful code
- Anything illegal under UK law
- Harassing, threatening or abusing other people
- Sharing material that infringes someone else's copyright

We may suspend or close accounts that breach these rules. Where we can, we'll give you notice and a chance to explain or fix the issue first. For serious breaches (for example, sending malware or running a phishing operation), we'll act immediately.

## 6. Fair use

We don't impose a fixed storage cap. Instead, we operate a fair use policy: the service is intended for normal personal and small-business email, and we ask that your usage stays within those bounds.

What counts as fair use:

- Day-to-day sending and receiving of email for personal or small-business purposes
- Keeping your archive of past messages on the server
- Reasonable use of contacts, calendars and address books

What sits outside fair use:

- Using the mailbox as bulk file storage (for example, syncing large media libraries)
- Sending high-volume bulk or marketing email better suited to a dedicated mailing platform
- Running automated systems that generate very large numbers of messages

- Anything that puts disproportionate load on the shared hosting environment

If your usage looks like it's heading outside fair use, we'll get in touch first to discuss options - which might include tidying up old data, moving to a larger plan, or using a more suitable service. We'd only restrict an account as a last resort, and we'd give you reasonable notice first.

## 7. Service availability

We aim for high availability and Stablepoint has strong uptime records, but we can't guarantee 100%. Hosting providers have occasional outages, the wider internet has bad days, and Atlantic storms in Tíree have been known to knock things sideways.

If there's planned maintenance, we'll give you advance notice where we can.

## 8. Your data

We don't read your email. We process technical metadata (sender, recipient, timestamps, IP addresses) to deliver email and apply spam filtering. Full details are in our [Privacy Policy](#).

Twice-daily backups are taken and held in the UK.

## 9. Suspension and closure

We may suspend or close your account if:

- Payment fails and isn't resolved after reminders
- You breach these terms
- A court, regulator or law requires us to

If we close your account, we'll give you reasonable notice and a chance to retrieve your data, except where the law prevents us from doing so.

## 10. Liability

We'll do our best to keep your email running and your data safe. To the extent the law allows, our total liability to you for anything connected to the service is limited to the amount you've paid us in the previous 12 months.

We don't exclude or limit liability for death or personal injury caused by our negligence, fraud, or anything else the law says we can't exclude.

We're not liable for indirect or consequential losses (for example, lost business, lost data beyond what backups can restore, or missed opportunities).

## **11. Changes to these terms**

We may update these terms from time to time. If we make material changes, we'll email you at least 30 days before they take effect. If you don't agree to the changes, you can cancel before they apply.

## **12. Transferring the service**

If we ever sell or transfer the email hosting service to another provider, we'll give you at least 30 days' notice and explain your options, including the right to cancel.

## **13. Governing law**

These terms are governed by Scots law. Any dispute will be heard in the Scottish courts.

## **14. Contact**

Questions about these terms, your account, or the service: [email@isledevelop.com](mailto:email@isledevelop.com).