

Explicit Permission

This article applies to:

Gaining explicit permission for email marketing is not only a best practice, but it's also **required by Infusionsoft**, and most email service providers in the industry. Email marketing without permission will negatively impact your sender reputation, and ultimately lead to a decrease in deliverability and loss of good leads.

What is Explicit Permission?

Explicit permission is obtained when a contact voluntarily requests to receive email communication from your business, and is aware what content they will receive and how often they will receive it.

How do I obtain explicit permission for my bulk marketing?

- On web forms, use a check box defaulted to unchecked to allow contacts to choose to agree to marketing.
- Through personal interaction like at an event, over the phone, or direct contacts via social media, be sure to ask explicitly if you can send ongoing marketing emails to the address they shared with you.

What is NOT considered explicit permission?

- Having the contact sign up for a one-time email, but then adding them to additional marketing.
- Purchasing a list of email addresses from a 3rd party that sells “targeted” lists.
- Borrowed or shared lists from companies in your industry.
- If you force or coerce contacts into sharing their email address for them to receive a discount, special access or even to create an account. Permission is only explicit when it is voluntary.

What do I do with contacts that have not given permission?

- Opt out any contacts that have not given you permission.
- Permission can be obtained by phone or personal interaction. Do not send bulk email to these contacts.

Here is an example of how to collect explicit permission:

A registration form for Infusionsoft, enclosed in a thick green border. At the top left is the Infusionsoft logo, which consists of a stylized green and grey geometric shape followed by the text "Infusionsoft" in a green sans-serif font. Below the logo are two input fields: "First Name *" and "Email *". Under the "Email *" field is a checkbox with the text "Yes I would like to receive weekly emails with information on the upcoming software updates." At the bottom left of the form is a "Submit" button.

 **Infusionsoft**

First Name *

Email *

Yes I would like to receive weekly emails with information on the upcoming software updates.

Additionally, make sure you are following all the best practices that are found in our [Email Marketing Best Practices Handbook](#) .