

From: 'Robert L. Vaessen' <[Redacted to protect privacy]>  
Subject: **Re: Complete this Telecom Survey NOW and receive a FREE Food Coupon!**  
Date: April 13, 2006 10:05:37 MDT  
To: telecomsurvey@aafes.com  
Cc: [Redacted to protect privacy]

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AAFES management -

Based on the receipt of this survey solicitation (See raw source of email below), I am very concerned about how you are protecting my privacy (including email address). Despite your posted privacy declaration (ref: <http://www.aafes.com/docs/privacy.htm>) "We do not sell or exchange names or any other information about our online customers with third parties.", it appears as if you have violated your stated privacy policy.

From an analysis (I've been doing this since 1994) of the header portion of the email below, it is apparent that this email was received from a zoomerang.com registered IP address [63.251.58.110].

Did you provide my email address to zoomerang.com? If not, how is it that this email (from a zoomerang.com domain) came to be addressed to my email address?

I have no problem receiving email from AAFES, as a matter of fact I appreciate it; but receiving email from someone other than AAFES is not something I have agreed to. You didn't request my permission to share my personal information with a third party, and you didn't tell me that you would be sharing my email address with this third party.

I don't know much about Zoomerang, but I have serious reservations/concerns regarding their use/protection of my email address (or any other personal information they may have obtained).

Keep in mind that Zoomerang is run by a marketing research company (MarketTools, Inc.). Even though Zoomerang's privacy statement clearly says the information will never be released to third parties, the 'never say never' rule surely applies.

If Zoomerang ever goes belly up (what, a dot-com go bankrupt???) their personal information database will become one of the most valuable assets on the auction block.

Tread carefully...

By the way, there are plenty of freeware and inexpensive shareware survey scripts (ASP, PERL, JSP) out there. I would recommend that you hire someone to create a survey tool for you, rather than trusting your customer data to a dot com marketing research company.

Another concern -

Despite the fact that this email appears to come from AAFES (From: "Army & Air Force Exchange Service" <telecomsurvey@aafes.com>), this email was in fact sent from a Zoomerang domain (IP 63.251.58.110 is registered to Zoomerang.com). This deceptive practice is beneath AAFES and smacks of spam. Spammers routinely lie regarding the origin of their messages, and this message didn't come from AAFES!

My email address -

As you can see from my email address [Redacted to protect privacy] I am using a specifically targeted email address in order to track the dissemination of my email address (a spam reduction/fighting technique). Since I only use this email address in correspondence with AAFES, it is most likely that Zoomerang obtained my email address from you.

I am seriously considering unsubscribing from any further AAFES newsletters. I hope that I won't have to do this. I appreciate the email that I do receive (when it's actually from AAFES), and consider the service to be very useful.

Unsubscribe? -

The email that I received, indicates that I can 'Unsubscribe' from future emails from this sender. However, it is not clear whether I will be unsubscribing from future Zoomerang emails (The email came from a Zoomerang domain), from future AAFES initiated Zoomerang surveys, or all future AAFES emails. I am hesitant to use the unsubscribe link provided (in the email message received), as doing so may result in address delivery verification, and confirmation of my email address/personal information by Zoomerang.

Taking the survey -

Under no circumstances will I respond to or complete an "AAFES Survey" that appears to come from someone other than AAFES.

Expectations/hopes -

I expect that you will respond to my email. I hope that you will discontinue use of Zoomerang services in order to conduct surveys. I expect that you will request that Zoomerang purge my personal information (including email address and any other personal information if any) from their database(s) in order to restore compliance with your own privacy policy (as stated on your website). I hope that this sort of incident will not happen again. I expect that you will comply with your privacy policy.

Most of all, I hope that you will restore my confidence in an institution that I have trusted for over 20 years.

Sincerely;

Robert L. Vaessen

20 year Air Force retiree - Valued customer, or just a statistic?

On Apr 11, 2006, at 11:12, Army & Air Force Exchange Service wrote:

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Return-Path: <OWNER-NOLIST-VZDPLY-3334484-Redacted to protect privacy@MAILSENDER.ZOOMERANG.COM>
Delivered-To: Redacted to protect privacy
Received: (qmail 1048 invoked from network); 11 Apr 2006 17:14:36 -0000
X-Spam-Checker-Version: SpamAssassin 3.1.1 (2006-03-10) on blade4
X-Spam-Level:
X-Spam-Status: hits=0.0 tests=HTML_MESSAGE,MSGID_FROM_MTA_HEADER,
  UNPARSEABLE_RELAY version=3.1.1
Received: from unknown (192.168.1.103)
  by blade4.cesmail.net with QMQP; 11 Apr 2006 17:14:36 -0000
Received: from unknown (HELO dreamer.propagation.net) (66.34.139.19)
  by mx53.cesmail.net with SMTP; 11 Apr 2006 17:14:31 -0000
Received: from mailsender.zoomerang.com (mail1.zoomerang.com [63.251.58.110])
  by dreamer.propagation.net (8.13.6/8.13.6) with ESMTD id k3BHE334001810
  for Redacted to protect privacy; Tue, 11 Apr 2006 11:14:18 -0600
Message-Id: <200604111714.k3BHE334001810@dreamer.propagation.net>
Received: from WDCZMMAIL50 (63.251.58.110;2591) by mailsender.zoomerang.com (LSMTD for Windows NT v1.1b) with
  SMTP id <0.003478A@mailsender.zoomerang.com>; Tue, 11 Apr 2006 10:13:22 -0700
Date: Tue, 11 Apr 2006 10:12:36 -0700
From: "Army & Air Force Exchange Service"<telecomsurvey@aafes.com>
Reply-to: telecomsurvey@aafes.com
Subject: Complete this Telecom Survey NOW and receive a FREE Food Coupon!
MIME-Version: 1.0
Content-Type: multipart/alternative; boundary=boundary42
To: Redacted to protect privacy
X-SpamCop-Checked: 192.168.1.103 66.34.139.19 63.251.58.110 63.251.58.110
--boundary42
Content-Type: text/plain
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You are very important to us!

In an effort to learn more about your telecom needs, please take some time today and complete this on-line survey.

In return, you will receive an immediate on-line Coupon that can be used in Anthony's Pizza and Robin Hood. However, this offer is limited to survey responses received before April 28th only. So act now!

Your feedback will help us to serve you better - into the future.

AAFES

We Go, Where You Go!

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<br><br><a href="http://www.zoomerang.com/survey.zgi?p=U24LS3VFJUB6">http://www.zoomerang.com/survey.zgi?
p=U24LS3VFJUB6</a><font color="gray">
<br><br><br><br><br><br><br><br><br><b>OPT OUT</b> | <a href="http://zoomerang.custhelp.com/cgi-bin/zoomerang.cfg/php/enduser/
std_adp.php?p_admin=1&p_faaid=3088p_created=1091207839"><b>Learn More</b></a><br><br>
      If you do not wish to receive further surveys from this sender, click the link
below.<br>Zoomerang will permanently remove you from this sender's mailing list.<br><br><br></font><a
href="http://www.zoomerang.com/web/OptOut.aspx?p=U24LS3VFJUB6">I do not want to receive any more surveys and
emails from this sender.
</a>

--boundary42
Content-Type: text/html

<html><head><META HTTP-EQUIV="content-type" CONTENT="text/html; charset=UTF-8" /></head>
<body bgcolor=#ffffff text=#000000 link=#0000cc >You are very important to us!
<BR />
<BR />In an effort to learn more about your telecom needs, please take some time today and complete this on-line
survey.

<BR />
<BR />In return, you will receive an immediate on-line Coupon that can be used in Anthony's Pizza and Robin Hood.
However, this offer is limited to survey responses received before April 28th only.
So act now!
<BR />
<BR />Your feedback will help us to serve you better - into the future.

<BR />
<BR />AAFES
<BR />We Go, Where You Go!
<BR />
<BR />
<BR />
<BR /><br><br><a href="http://www.zoomerang.com/survey.zgi?p=U24LS3VFJUB6">http://www.zoomerang.com/survey.zgi?
p=U24LS3VFJUB6</a><font color="gray">
<BR /><br><br><br><br><br><br><br><br><br><b>OPT OUT</b> | <a href="http://zoomerang.custhelp.com/cgi-bin/zoomerang.cfg/php/
enduser/std_adp.php?p_admin=1&p_faaid=3088p_created=1091207839"><b>Learn More</b></a><br><br>
      If you do not wish to receive further surveys from this sender, click the
link below.<br>Zoomerang will permanently remove you from this sender's mailing list.<br><br><br></font><a
href="http://www.zoomerang.com/web/OptOut.aspx?p=U24LS3VFJUB6">I do not want to receive any more surveys and
emails from this sender.
<BR /></a></body>
</html>
```

| --boundary42--