postmetry

S

What's inside the newsletter from

Sennheiser

Sender	news@sennheiser-hearing.com
Sending platform	HubSpot
Sector	High-tech & electronics
Emails read	1 campaign, 2 transactional
Period	October 2026

Our address was subscribed in August 2026, after the CNIL recommendation was published (April 14, 2026).

Overall score

A B **C** 76/100 D E F

The main finding

An open-tracking pixel is present on all 2 transactional messages.

It is the first of 7 points to fix. The highest score is technical (100/100), the lowest compliance (47/100), better than 73% of the 566 brands measured.

Transactional
2 messages

October 2026 · calculated on 24 October

Compliance

47 /100

better than 73% of the 566 brands measured

Deliverability

98 /100

better than 44% of the 565 brands measured

Technical

100 /100

better than 74% of the 566 brands measured

Experience

75 /100

better than 85% of the 566 brands measured

7 points to fix

Each line leads to the criterion in its family, with the excerpt that establishes it and how to fix it.

Priority	**An open-tracking pixel is present** Criterion “No open-tracking pixel” · Compliance · on all 2 transactional messages `<img src="https://news.sennheiser-hearing.com/***/Cto/***/***/***" alt="" width…` HubSpot: in the email settings, tracking section.	−35 pts out of 35 in Compliance
To review	**No separate path to refuse tracking** Criterion “The recipient keeps control over tracking” · Compliance · measured on 2 transactional messages A path separate from the unsubscribe link leads to a preference centre where the recipient can refuse tracking (opens, clicks) without unsubscribing.	−15 pts out of 20 in Compliance
To review	**Preheader missing, too short or too long** Criterion “The message makes sense without its images, from the inbox on” · Experience · measured on 2 transactional messages A preheader of 40 to 130 characters, in real text, follows the subject in the inbox; every meaningful image has an alt attribute that says what it shows; the main message is in text, not inside an image.	−12.5 pts out of 25 in Experience
Secondary	**Some links become invisible when images are blocked** Criterion “All links stay visible with images blocked” · Experience · on 1 of the 2 transactional messages	−7.5 pts out of 15 in Experience
Secondary	**The message puts obstacles in the way of assistive technology** Criterion “The message stays readable with assistive technology” · Experience · measured on 2 transactional messages	−5 pts out of 20 in Experience
Secondary	**The message does not say who is writing or under which rules** Criterion “The message says who is writing and under which rules” · Compliance · measured on 2 transactional messages	−3.3 pts out of 20 in Compliance
Secondary	**Some essential headers escape the signature** Criterion “A DKIM signature that covers what matters” · Deliverability · measured on 2 transactional messages	−1.2 pts out of 5 in Deliverability

15 criteria met, including « An untracked path leads to the site » and « DKIM signature validated ».
They are listed in their family, below.

Every send, at the time it arrived

One dot per message received by our subscription since October. Tap a dot to open it; the arrows move from one send to the next.

Technical reading of the send of Oct. 8, 2026 →

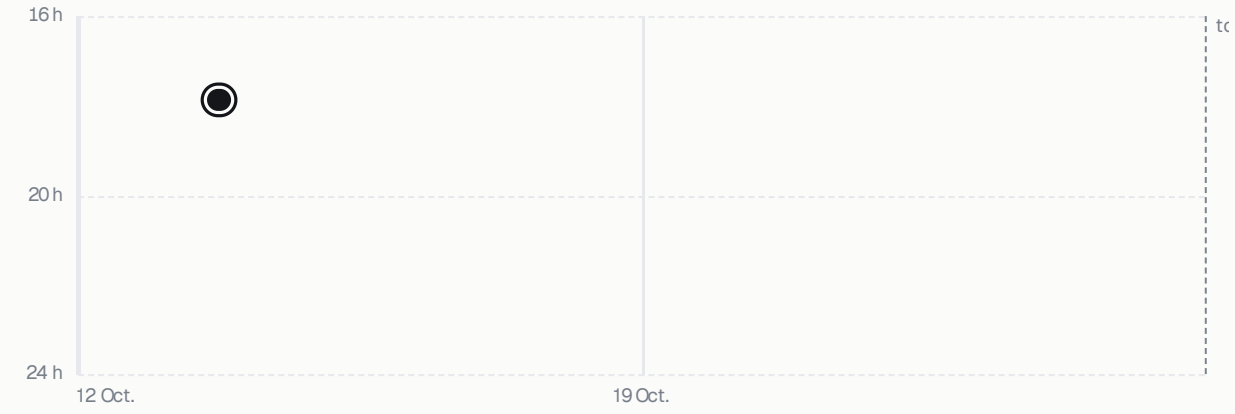
1 **No fixed day**

campaign in 1 week
about one a week, in October

sending day
Tuesday leads, 1 of the 1 campaigns

17 h – 18 h
arrival window
1 of the 1 campaigns

13 Oct.
last send received
« Le HDB 630, disponible en Lunar Silver »



Pixel	■
Score	79

● campaign ○ transactional ● change observed ■ pixel present

Campaign 1 of 1

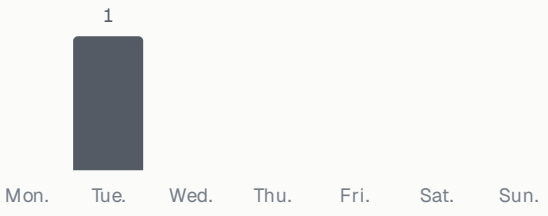
Tuesday 13 Oct., 17:52

Le HDB 630, disponible en Lunar Silver

Type	Marketing campaign
Score	79 / 100
Pixel	Present, detected by its size

Sending day

Tap a bar to find its sends on the timeline.



Arrival time

Hour by hour, on the campaign received.

No change observed since October

Each campaign is compared with the previous one, criterion by criterion.

Criteria in detail

The 24 criteria + 1 bonus

15 met · **6** partly met · **1** not met · **0** not observable · **2** not applicable

Compliance

These checks cover what the send imposes on the recipient and what it leaves them: measurement of their behaviour, ways to leave, tracking of their objection.

Tracking pixels: the CNIL rule · Method, Compliance family

better than 73% of the 566 brands measured

The calculation · 47 pts out of 100

2 met · 2 partly met · 1 not met · 1 not applicable

Weight of each criterion in the score.

No open-tracking pixel · Not met

0/35 pts

Open-tracking pixel detected on the 2 transactional messages concerned

0 points out of 35 — met on 0 of 2 transactional messages concerned.

An invisible image tells the sending platform that the message was opened, when, and from which device: this is individual tracking of reading behavior, and the recipient sees none of it. The message does not say whether they consented or objected — that choice lives in the sending platform, not in the email.

Served from `sennheiser-hearing.com`.

The excerpt that establishes it

```
<img src="https://news.sennheiser-hearing.com/***/Cto/***/**
*/***" alt="" width="1" height="1" border="0" style="display:
none!important;min-height:1px!important;width:1px!important;b
order-width:0!important;margin-top:0!important;margin-bottom:
0!important;margin-right:0!important;margin-left:0!important;
padding-top:0!important;padding-botto…
```

How to fix it

HubSpot: in the **email settings**, tracking section. HubSpot ties the open to the contact record in the CRM: turning it off also changes what appears in the contact's timeline.

Specific to hubspot — not yet re-opened in the tool

Met when no tracking pixel is present. A single pixel is enough for the criterion not to be met on an email.

CNIL 14/04/2026 · LIL art.82 · PM-PRIV-001 · The detection rule

Unsubscribing is possible and announced · Not applicable

not applicable

This measurement did not apply to any of the emails received. It **drops out of the denominator**: it is never counted as a failure.

Met when the message announces unsubscribing in its headers, through a page rather than an email to write, and in its body. The detail says which of the two is missing. Not applicable to a transactional email.

RFC 2369 · PM-PRIV-002

The recipient keeps control over tracking

Partly met

5/20 pts

No separate path to refuse tracking on the 2 transactional messages concerned (1 of 2 measures met)

5 points out of 20 — share of observations met across 2 transactional messages.

How to fix it

A path separate from the unsubscribe link leads to a preference centre where the recipient can refuse tracking (opens, clicks) without unsubscribing. Most email platforms offer this page; otherwise it goes in the template footer, with its own link, named for what it does ("manage my preferences", "refuse tracking").

The page takes an afternoon to set up and then serves every send. It is what the CNIL recommendation expects from an email that measures how its readers behave.

Two measures: does the unsubscribe link go through a tracker, and does a separate path lead to a preference center or to refusing tracking? Neither establishes that a refusal succeeds — checking would require following the link, which would record a click on the sending platform's side. They describe the control left to the recipient, not the result they would get.

What was measured — 1 met out of 2

- Untracked unsubscribe link on a single transactional message — Met
- No separate path to refuse tracking on the 2 transactional messages concerned — Not met

CNIL 14/04/2026 · Postmetry · PM-PRIV-003

The message says who is writing and under which rules

Partly met

16.7/20 pts

No address allows a reply to the message (1 of 2 transactional messages concerned) (2 of 3 measures met)

16.7 points out of 20 — share of observations met across 2 transactional messages.

How to fix it

The footer of the message names the sender (company name, postal address) and links to its privacy policy with a direct link to the website, not through a tracking domain. These details go once into the base template and then appear in every send.

Nothing to lose: these lines already exist on the website; they only need to be carried over.

A commercial email must make it possible to identify the advertiser (CPCE, article L. 34-5), and the recipient must be able to know who processes their data. This indicator groups what a message can show of it.

What was measured — 2 met out of 3

- The message names its sender on 2 transactional messages — Met
- No address allows a reply to the message (1 of 2 transactional messages concerned) — Partly met
- A link leads to the privacy policy on 2 transactional messages — Met

CPCE L. 34-5 · directive 2000/31 art. 6 · CAN-SPAM · PM-PRIV-004

An untracked path leads to the site ■ Met

15 pts

An untracked path leads to the site on 2 transactional messages

15 points out of 15 — met on 2 of 2 transactional messages concerned.

Met when at least one link in the message leads to the brand's site without going through a click counter.

Postmetry · PM-PRIV-005

No recipient identifier in the message ■ Met

10 pts

No recipient identifier in the message on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when the recipient's address appears — neither in clear, nor encoded, nor hashed — in no URL and no proprietary header. Addressing headers do not count: they carry it by design.

Postmetry · RGPD art.4 en repère · PM-PRIV-020

Deliverability

98
out of 100

These checks read the authentication verdict set by our server when the message arrived. This verdict is dated by construction: we never recalculate it, which would query today's DNS rather than the DNS of the day the email was sent.

Gmail sender requirements ↗ (https://support.google.com/a/answer/81126)
Yahoo requirements ↗ (https://senders.yahooinc.com/best-practices/) Method, Deliverability family

better than 44% of the 565 brands measured

The calculation · 69 pts out of 70, scaled to 100

4 met · 1 partly met · 1 not applicable

20	20	15	10	5

Weight of each criterion in the score.

DKIM signature validated ■ Met

20 pts

Valid DKIM signature on 2 transactional messages

20 points out of 20 — met on 2 of 2 transactional messages concerned.

Met when our receiving server validated the DKIM signature of the email.

RFC 6376 · RFC 8601 · PM-DELIV-001
RFC 6376 — DomainKeys Identified Mail (DKIM) Signatures (https://www.rfc-editor.org/rfc/rfc6376)
RFC 8601 — Message Header Field for Indicating Message Authentication Status (https://www.rfc-editor.org/rfc/rfc8601)

DMARC alignment validated ■ Met

20 pts

DMARC alignment verified on 2 transactional messages

20 points out of 20 — met on 2 of 2 transactional messages concerned.

Met when the domain shown in the sender matches the one that authenticated the message.

RFC 9989 · PM-DELIV-002

RFC 9989 — Domain-Based Message Authentication, Reporting, and Conformance (DMARC) (https://www.rfc-editor.org/rfc/rfc9989)

DMARC policy that helps keep out some impersonation — Met — 15 pts

Active DMARC policy on 2 transactional messages

15 points out of 15 — met on 2 of 2 transactional messages concerned.

Met when the published policy is "reject" or "quarantine". A "none" policy asks nothing of mail providers: it is published with no effect on messages that impersonate the domain.

RFC 9989 §4.7 · PM-DELIV-003 · RFC 9989 — section 4.7, "p" tag (https://www.rfc-editor.org/rfc/rfc9989#section-4.7)

No SPF failure — Met — 10 pts

No SPF failure on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when SPF does not fail. An SPF "none" alongside a valid DKIM and DMARC is a common and legitimate configuration: it is not penalized.

RFC 7208 · PM-DELIV-004

RFC 7208 — Sender Policy Framework (SPF) for Authorizing Use of Domains in Email (https://www.rfc-editor.org/rfc/rfc7208)

One-click unsubscribe, as defined by RFC 8058 — Not applicable — not applicable

This measurement did not apply to any of the emails received. It **drops out of the denominator**: it is never counted as a failure.

Met when the "List-Unsubscribe" header carries an https address and "List-Unsubscribe-Post" is exactly "List-Unsubscribe=One-Click". This is what Gmail and Yahoo require of bulk senders: the mailbox's button then acts without opening a page. Not applicable to a transactional email.

RFC 8058 · Gmail et Yahoo · PM-DELIV-005

A DKIM signature that covers what matters — Partly met — 3.8/5 pts

Some essential headers escape the signature on the 2 transactional messages concerned (3 of 4 measures met)

3.8 points out of 5 — share of observations met across 2 transactional messages.

How to fix it

The signature uses `rsa-sha256` (or ed25519) with a 2048-bit key, without the `l=` tag (body length), and covers the `From`, `Subject`, `Date` and `List-Unsubscribe` headers in `h=`. These settings belong to the email platform or the SMTP server; the key is regenerated from the domain authentication page when it is too short.

A signature with `l=` or a 1024-bit key is still valid today, but it lets content be added after signing and will be refused by filters as they tighten.

What the signature covers, not only that it passes: an algorithm accepted by RFC 8301, the whole body signed, the From, Subject, Date and List-Unsubscribe headers signed, a signature not expired on receipt. Not applicable without a DKIM signature.

What was measured — 3 met out of 4

- Accepted signing algorithm on 2 transactional messages — Met
- Whole body signed on 2 transactional messages — Met
- Some essential headers escape the signature on the 2 transactional messages concerned — Not met

- Signature valid on receipt on 2 transactional messages Met

RFC6376·RFC8301 · PM-DELIV-006

Technical

These checks cover what email clients actually do with the message: truncation, style blocks removed, resources never loaded. Each threshold states where it comes from: the documented behaviour of an email client, a specification, or our own method.

Support by email client (caniemail) ↗ (https://www.caniemail.com/) Method, Technical family

better than 74% of the 566 brands measured

The calculation · 85 pts out of 85, scaled to 100 6 met

Weight of each criterion in the score.

HTML under Gmail's clipping threshold Met

25 pts

HTML under Gmail's clipping threshold on 2 transactional messages

25 points out of 25 — met on 2 of 2 transactional messages concerned.

Met when the HTML part stays under 102 KB. Beyond that, Gmail cuts off the end of the message — and the end is where the unsubscribe link and the notices are.

Gmail · PM-TECH-001

A shallow template Met

20 pts

Shallow template on 2 transactional messages

20 points out of 20 — share of observations met across 2 transactional messages.

Met when layout tables are nested no more than 6 levels deep. Beyond that, the Word engine shared by desktop Outlook and the diverging clients each render the template their own way.

What was measured — 1 met out of 1

- Lightly nested layout tables on 2 transactional messages Met

Postmetry · PM-TECH-002

Well-formed HTML Met

15 pts

Well-formed HTML on 2 transactional messages

15 points out of 15 — share of observations met across 2 transactional messages.

A doctype, a character set declared in the document, balanced tags and unique identifiers. Each client repairs incomplete markup its own way, which is what makes rendering unpredictable. End tags that HTML makes optional do not count.

What was measured — 4 met out of 4

- Doctype declared on 2 transactional messages Met
- Character set declared in the HTML on 2 transactional messages Met
- Balanced tags on 2 transactional messages Met

- Unique identifiers on 2 transactional messages Met

WHATWG · PM-TECH-030

Every link leads somewhere Met

10 pts

Every link leads somewhere on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when no link is empty, reduced to "#" or written as "javascript:". Such a link leads nowhere, and most clients neutralise it. Not applicable if the message contains no link.

Postmetry · PM-TECH-031

No remote stylesheet Met

10 pts

No remote stylesheet on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when the message calls no external stylesheet, through "link" or "@import". Several clients never load them. A font stylesheet does not count: without it, the text falls back to another font.

caniemail · PM-TECH-020 · <link> in an email — support by client (https://www.caniemail.com/features/html-link/)

The message follows the shape of an email Met

5 pts

The message follows the shape of an email on 2 transactional messages

5 points out of 5 — share of observations met across 2 transactional messages.

Lines of 998 bytes at most, readable Message-ID and Date, a character set announced on every text part, a transfer encoding consistent with the content (RFC 5322, RFC 2045). Most servers tolerate these deviations, each in its own way.

What was measured — 5 met out of 5

- Lines of 998 bytes at most on 2 transactional messages Met
- Well-formed Message-ID on 2 transactional messages Met
- Readable date on 2 transactional messages Met
- Character set announced on every text part on 2 transactional messages Met
- Consistent transfer encoding on 2 transactional messages Met

RFC 5322 · RFC 2045 · PM-TECH-010

75
out of 100

Experience

Four questions about what becomes of the message once received: does it stay understandable, can the recipient still act, can a client render it, can a screen display it. Automatic detection only covers what is declared in the message.

WCAG 2.2 ↗ (https://www.w3.org/TR/WCAG22/) Method, Experience family

better than 85% of the 566 brands measured

The calculation · 75 pts out of 100

3 met · 3 partly met · 1 bonus

25	15	15	10	20	15

Weight of each criterion in the score.

The message makes sense without its images, from the inbox on

Partly met

12.5/25 pts

Preheader missing, too short or too long on the 2 transactional messages concerned (1 of 2 measures met)

12.5 points out of 25 — share of observations met across 2 transactional messages.

How to fix it

A preheader of 40 to 130 characters, in real text, follows the subject in the inbox; every meaningful image has an `alt` attribute that says what it shows; the main message is in text, not inside an image. In the editor, the preheader is a dedicated field, and the `alt` is filled in image by image.

Half of readers see the message without images when it first opens. An `alt` and a preheader take a minute per campaign.

Met when the message keeps at least 200 readable characters with images blocked, and a preheader of 40 to 130 characters announces it in the message list. Without a preheader, the inbox shows the first text of the body instead — often “View in browser”.

What was measured — 1 met out of 2

- At least 200 characters remain readable with images blocked on 2 transactional messages — Met
- Preheader missing, too short or too long on the 2 transactional messages concerned — Not met

Postmetry · `PM-EXP-001`

The message can be rendered outside HTML

Met

15 pts

A text version renders the message on 2 transactional messages

15 points out of 15 — share of observations met across 2 transactional messages.

Met when a text version comes with the email and carries the essentials: at least 60% of its text and 80% of its links. A client that does not display HTML falls back on it; reduced to “view the web version”, it renders nothing.

What was measured — 3 met out of 3

- A plain-text version accompanies the message on 2 transactional messages — Met
- The text version carries at least 60% of the text on 2 transactional messages — Met
- The text version carries at least 80% of the links on 2 transactional messages — Met

Postmetry · `PM-EXP-002`

All links stay visible with images blocked

Partly met

7.5/15 pts

Some links become invisible with images blocked (1 of 2 transactional messages concerned)

7.5 points out of 15 — met on 1 of 2 transactional messages concerned.

How to fix it

Every important action (main button, unsubscribe) exists as text or as an HTML button, not only as a clickable image. For an image button, an `alt` that names the action and a background colour on the cell keep the area visible even without the image.

With images blocked, an image button becomes an empty rectangle: the reader does not know where to click.

Met when no link is carried by a single image without alternative text: such a link leaves nothing on screen. Not applicable if the message contains no links.

Postmetry · PM-EXP-003

Tap targets large enough — Met

10 pts

Tap targets of sufficient size on 2 transactional messages

10 points out of 10 — met on 2 of 2 transactional messages concerned.

Met when no sized tap target falls below 24 px a side (WCAG 2.2, criterion 2.5.8). Only targets with a declared dimension are measured; the criterion's exceptions — a target within a line of text, sufficient spacing — are not. Not applicable if the message declares no dimensions.

WCAG 2.2 — 2.5.8 · PM-EXP-004

WCAG 2.2 — Target Size (Minimum), success criterion 2.5.8, level AA (https://www.w3.org/TR/WCAG22/#target-size-minimum)

The message stays readable with assistive technology — Partly met

15/20 pts

The message puts obstacles in the way of assistive technology — 2 of 4 measures met

15 points out of 20 — share of observations met across 2 transactional messages.

How to fix it

Four fixes, all in the template: declare the message language on the `<html>` tag (`lang="en"` for an email in English), describe each content image in its `alt` attribute, mark layout tables with `role="presentation"`, and write links that say where they lead rather than “click here”.

The criterion detail shows which ones are missing from your emails; the others are already met.

A decorative image — divider, spacer — keeps an empty `alt=""`: that is what keeps it silent, not an oversight.

Declared language, described content images, layout tables marked as such, link texts that say where they lead: what a screen reader needs to render the message. The detail says which of these measures is missing.

What was measured — 2 met out of 4

- Message language declared on 2 transactional messages — Met
- Some content images are not described (1 of 2 transactional messages concerned) — Partly met
- Layout tables marked as such on 2 transactional messages — Met
- Some links do not say where they lead (1 of 2 transactional messages concerned) — Partly met

WCAG 2.2 · RGAA · PM-EXP-005

HTML Standard — The lang and xml:lang attributes (https://html.spec.whatwg.org/multipage/dom.html#the-lang-and-xml:lang-attributes)

HTML Standard — Requirements for providing text to act as an alternative for images (https://html.spec.whatwg.org/multipage/images.html#alt)

The message declares its adaptation to screens — Met

15 pts

The message declares its adaptation to screens on 2 transactional messages

15 points out of 15 — share of observations met across 2 transactional messages.

Met when the message declares its viewport and its adaptation to screen width. Without them, it displays on a phone at its original width, and is read by zooming and scrolling sideways.

What was measured — 2 met out of 2

- Viewport declared on 2 transactional messages — Met

Adaptation to screen width declared on 2 transactional messages Met

W3C · PM-EXP-026 · CSS Device Adaptation — the viewport tag (https://www.w3.org/TR/css-device-adapt-1/) Media Queries Level 4 (https://www.w3.org/TR/mediaqueries-4/)

Dark mode declared

Bonus point not earned

+0 pts

The message does not declare its support for dark mode on the 2 transactional messages concerned

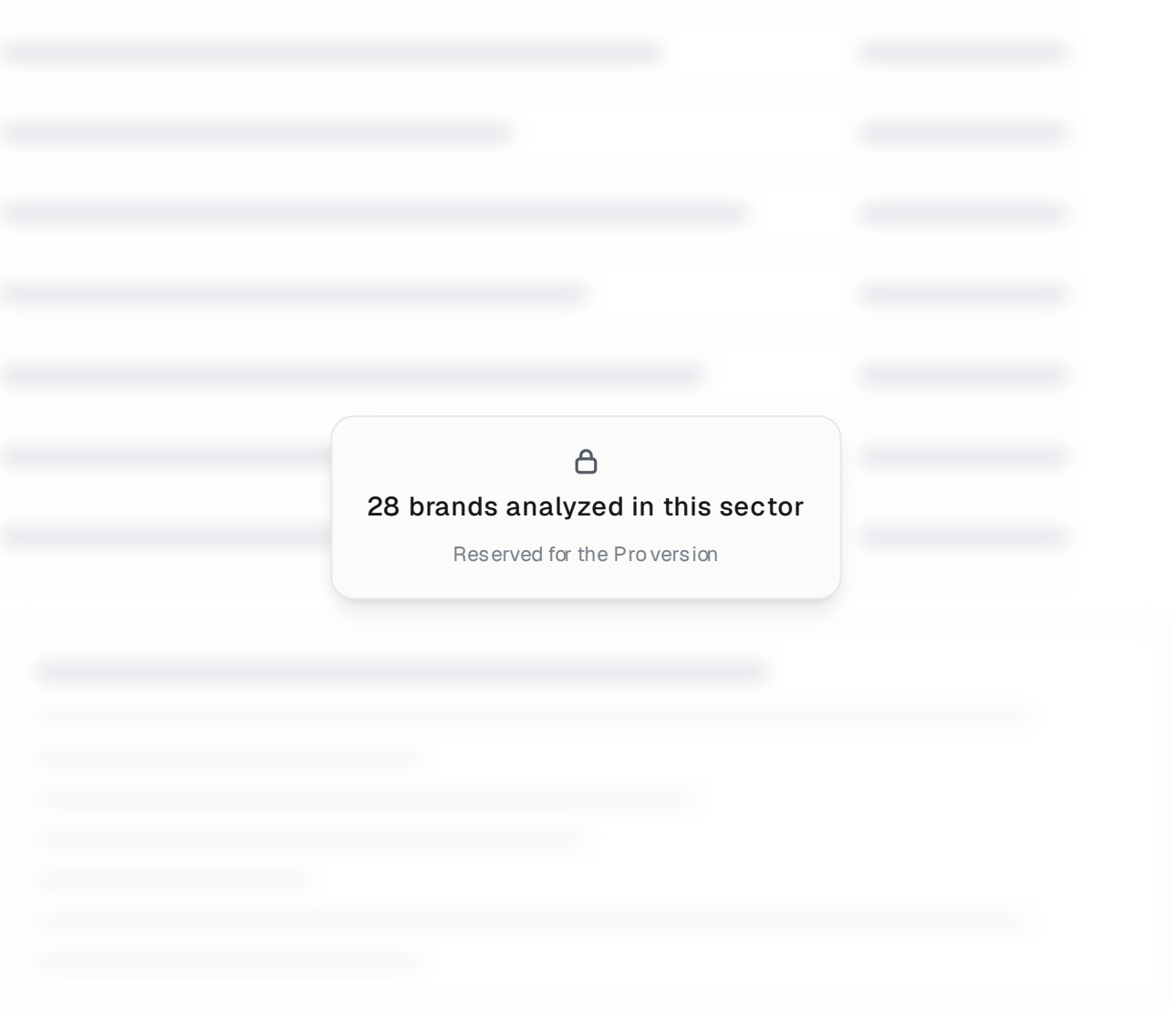
0 points out of 5 — met on 0 of 2 transactional messages concerned.

Earned when the message declares `color-scheme` or a `prefers-color-scheme` rule. No standard requires it — clients that force dark mode invert the colors themselves — but declaring it leaves control to the template rather than to the mail client.

caniemail · PM-EXP-027

Sector comparison

High-tech & electronics — 28 brands with at least one campaign analyzed. The shares below are counted on them, never on the catalog.



Reading notes

How to read this page

01 **A criterion that is not observable or not applicable leaves the calculation.** It stays listed, never counted as zero: its weight leaves the denominator rather than weighing as a failure.

02 Each line describes an **observable finding**, with the excerpt that establishes it. No legal qualification is ever attached to it.

03 The measurements come from **deterministic analyzers**: the same message always gives the same result, and a disputed finding can be redone identically from the archive.

04 Every share is published **on an observed basis**, and names it: "26 of 30 brands analyzed." A brand with no email received enters no denominator.

05 The **deliverability score is borrowed**: its verdict comes from the server that received the message. All the other families come from our own analyzers.

Does this analysis speak to you?

Let's go through it together, in 20 minutes.

We go over the 7 points with you, the evidence for each and the order in which to fix them. By video call, no commitment.

Pick a time slot : https://cal.com/noam-ouaknine-ecibnn/20min (https://cal.com/noam-ouaknine-ecibnn/20min)

Get Sennheiser's changes

One email when a criterion changes state, nothing else.

Do you work at Sennheiser?

Claim the brand: transactional emails, alerts, dated evidence.

The Pro version

Full history, before and after, alerts.

This report can also be read online, with a preview of each email:

https://postmetry.com/en/marque/sennheiser/?kind=transactional