



My20Q Email / SMS Policy

10/09/2025

GrilloPad LLC (owners and managers of My20Q) use Email and/or SMS/Text messages to communicate with our members, advertisers, vendors, or other associates. However, we really do value your privacy and sanity, and for that reason, we will never sell your email address or phone number to anyone.

We use a third party (Microsoft) service to send our email and SMS messages, outside of that, we do not share your email or phone numbers with any other user, advertiser, vendor, or other organization. If compelled by law, court order, or official request, we will provide all requested information in accordance with our Terms and Conditions, and Privacy Policy.

1. Opt-In Consent

1.1. Email

When you create an account in My20Q, we must verify that your email address is a valid and working email address. To do so, we must send a secret code to this email address to be entered during the verification process. You are automatically opted-in to email notification when you create the count.

Once your account is set up, you can easily turn off email notifications through your account settings. Additionally, every email we send includes an “unsubscribe” link so you can opt out without logging into My20Q.

Please keep in mind that if you forget your password, or choose to log in using a verification code, this code must be sent to either an email address or an SMS phone number. When you choose these options, you opt in to receive that code via the requested medium.

1.2. SMS

After your account is created and your email address is verified, you may enter an SMS phone number and opt in to receive SMS messages using account settings. This number must be verified via a verification code.

Please keep in mind that message and data charges may apply depending on your SMS/Phone carrier. (We obviously will never charge to send you messages.)

2. Types of Messages

These are the types of messages you will receive from My20Q

2.1. Verification Codes

We will send a verification code when we need to validate your email address, validate your phone number, or when we need to verify that it's you performing an action such as changing your password, closing your account, or others as needed.

2.2. Changes to your Account or Profile

When changes are made to your account or profile, we'll send a message to make sure it was you who did it, or it was done with your permission. We will also send you a message in the unlikely event that we need to suspend or terminate your account due to violations of our "House of Love" Community Standards or Terms and Conditions.

2.3. Changes to a Survey

When you post or hide your survey, we will send you a message to verify it was you who did it, or it was done with your permission.

2.4. Responses to your survey

We will send you messages to let you know when new responses to your surveys are submitted.

2.5. Advertising

If you purchase advertising with My20Q, we will send you informational messages about your advertising campaign.

- When your Ad has been approved.
- When your campaign starts and the ad is live.

- When your campaign ends and the ad is no longer being displayed.

2.6. Informational/Promotional Messages

We will send you messages informing you about new features and functionality, and about other promotions or specials we feel might be relevant to you.

3. Message Frequency

Informational and promotional messages will be sent no more than once a week, (rarely that often).

Message relating to your My20Q activities will be sent as needed.

4. Opt-Out / Stop Instructions

Once your account is set up, you can easily turn off email or SMS notifications through your account settings. Additionally:

- Every email we send includes an “unsubscribe” link so you can disable email notifications without logging into My20Q.
- You can reply to any “STOP” to SMS message to also disable SMS notifications without logging into My20Q.

Remember, if you forget your password, want to reset it, or decide to log in with a verification code, the code will be sent to your email or via SMS. By picking these options, you agree to get the code through the method you selected.

You may also send an email to help@my20Q.com to request to opt out of either email or SMS notifications. However, it may take up to 5 business days to process these messages. All other opt-out methods are instantaneous.

5. Data Use

5.1. Email Address

Your email address is the key to your My20Q account. It will be used to log in to the system, identify your account, and based on your notification settings, used for email communications.

5.2. SMS

Your SMS Phone number is only used for SMS communications.

Neither your email address nor your SMS phone number are displayed on your My20Q profile. We do not sell this information to anyone and only share this information with anyone unless compelled by law, court order, or official request as detailed in our Terms and Conditions and our Privacy Policy.

6. Security

We value your privacy as much as we value ours! We use all industry standard security and encryption standards and take every measure possible to protect your data from unauthorized access or disclosure.