



My20Q Privacy Policy

10/03/2025

Overview

We're so happy that you are a member or at least interested in My20Q! We honestly do value your privacy and sanity. There's nothing worse than signing up for a new service only to get bombarded with emails, texts, popups, or whatever from that company and whatever company they sold your information to. That's not GrilloPad or My20Q!

We will stay in touch and notify you about events or changes concerning your account or to let you know about new functionality or changes to our platform. But only as an as needed basis. With these messages, we will always notify you inside of My20Q, but you have complete control over email and SMS notifications.

And we NEVER sell your personal identifiable information to anyone EVER!

With all that said below is our official Privacy Policy.

1. What does this Privacy Policy Cover

At GrilloPad, we want you to understand what information we collect, how we use it, and how we only share it when necessary to provide you with our services.

In this Privacy Policy, we cover how we collect, use, share, and retain information. We try to explain in normal language that doesn't require a lawyer to understand. The goal is for everyone to feel safe as they use My20Q.

2. Information We Collect and How Its Used

We collect information needed to create your account, post your surveys and responses, and let other users know who created the survey or responded to their survey in a safe and responsible manner.

2.1. Browser and device information

As soon as you connect to My20Q, we collect your device's IP address and "User Agent" value. We securely share your IP address with a third-party vendor to verify your location and block known malicious IP addresses.

The "User Agent" value provides us information as to what type of device you are using and what browser you are using. It is also used for security purposes to help detect if your session may have been "hijacked" by a bad actor.

Neither of these values can be used to identify you personally.

2.2. Account and Profile Information

2.2.1. Account and Profile Creation

When creating your account, a primary profile is also automatically created for you. The following information is collected in this process.

- First Name
- Last Name
- Profile Name
- Birth Date – see below
- Email Address - The email address is your key (or user id) for your account. You will use your email address and the password you created to log in to My20Q.
- Password - Your password is encrypted in our database and cannot be unencrypted or viewed by anyone inside or outside of My20Q or GrilloPad.

Your birth date is used to verify that you are old enough (13 years or older) to create an account and is also used as demographic information when providing stats to our users and customers. For Example: The average age of people responding to your survey is 35. Or 200 people between 30-40 viewed your advertisement.

Your birth month and day are displayed on your profile. The birth year is not displayed.

2.2.2. Additional Account Information

Company Name

After your account is created you have the option to enter a Company Name to associated with the account.

Secret Word

The Secret Word is an optional word or short phrase that you can provide to help detect My20Q impersonators. If supplied, this word will be included in all communications from My20Q. If you provide a secret word and receive a message that does not include this secret word or a different secret word, it is not from us.

Communication Preferences

You also have the option to set your communication settings which we use to determine how and where to send notifications.

2.2.3. Profile Information

Your profile is how the My20Q world sees you. You are encouraged to provide enough information to allow other users to know how unique and awesome you are. The information we collect on your profile includes:

- Profile Name – This is the name that shows on your surveys and responses. We do ask that you use the name that you use in everyday life.
- Birth Date – See Below
- Relationship Status (optional)
- Current City – City and State where you currently live
- Hometown City – City and State where you were born
- High School – A list of high schools that you attended. Any pre-college school is acceptable.
- College/University – A list of all post high schools that you attended.

Your birth date is used to verify that you are old enough (13 years or older) to create an account and is also used as demographic information when providing stats to our users and customers. For Example: The average age of people responding to your survey is 35. Or 200 people between 30-40 viewed your advertisement.

All the above information is displayed on your profile when viewed by other My20Q users. Your birth month and day are displayed on your profile. The birth year is not displayed.

This profile information is also available to be used in survey activity reports, advertising activity reports, and other My20Q only activities.

2.2.4. Usage information

As you use My20Q, we will collect information about what types of surveys you view and answer, and other non-identifiable usage information.

2.2.5. Billing Account

If you wish to purchase advertising, “paid” surveys, or other services or products, you will be asked to create a billing account. This account is used to collect payment for these products and services. The data points we collect in a billing account are:

- First Name – First Name of responsible person
- Last Name - Last Name of responsible person
- Company Name – If applicable, name of company, organization, group, or other entity
- Email Address: Email Address used in all billing communications (must be verified)
- SMS Phone Number: Phone number that can be used to send SMS message regarding billing matters, if desired.
- Full Billing Address
- Password - *only used for individuals or entities that do not also have an My20Q account*
- Secret Word: - See Below - *only used for individuals or entities that do not also have an My20Q account*

Secret Word

The Secret Word is an option word or short phrase that you can provide to help detect My20Q impersonators. If supplied, this word will be included in all communications from My20Q. If you provide a secret word and receive a message that does not include this secret word or a different secret word, it is not from us.

Form of Payment

You will be asked to provide at least one form of payment when creating a billing account. For your safety and PCI compliance, GrilloPad LLC does not store credit card information, account numbers or any PCI data in our database(s). We use a third-party payment processor who is PCI compliant to hold that information for us.

3. Advertising and Survey Targeting

In our commitment to providing the best products and services to our users and customers, we do use your profile data and other data we collect to help:

- Send surveys tailored to your interests for optimal responses.
- Show you ads that are relevant to you.

In this targeting process we use your profile information and use data we have collected about types of surveys you view and answer and what types of advertising you click and visit.

We don't sell your personal data to advertisers, and we don't share information that directly identifies you (such as your name, email address or other contact information) with advertisers unless you give us specific permission. Instead, advertisers can tell us things like the kind of audience they want to see their ads, and we show those ads to people who may be interested. We provide advertisers with reports about the performance of their ads that help them understand how people are interacting with their content.

4. Legal Requests

GrilloPad LLC is bound to cooperate with all law enforcement agencies, government agencies, judicial proceedings, or any such authorities.

We will respond to requests for information from authorities when legally required or, in certain circumstances, when considered ethically appropriate. For instance, this may include matters related to missing children, human trafficking, or human rights. We will also comply with requests to retain content for specified durations as needed.

GrilloPad LLC will conduct due diligence to confirm the validity of all requests and verify the identity of the requestor as an agent, employee, or representative of the designated law enforcement agency.

5. Reporting Unlawful Content

We are obligated by law and our ethical duties to report any illegal activities to the relevant authorities. Content related to child pornography, child abuse, human trafficking, terrorist threats, or similar criminal acts will be reported accordingly, and we will fully cooperate with any investigations initiated in response to such reports.

6. Changes to this Privacy Policy

My20Q is committed to transparency. As we offer new functionality and services, this privacy policy is going to need changes. We reserve the right to make changes to this policy, the Terms and Conditions, the “House of Love” community standards, or any other policies at any time.

All changes will be effective upon posting and continued use of My20Q after such changes will constitute acceptance.

7. SMS / Email Policy!!

8. Questions or Concerns

If you have any questions or concerns about this privacy policy, the “House of Love” community standards, or any My20Q terms, conditions, and policies, please contact GrilloPad/My20Q at help@my20q.com.