



My20Q Terms and Conditions

10/03/2025

Hi! My20Q is a fun, interactive space where people can learn about each other, gather and share opinions, and explore ideas on just about any topic. This accomplished by the surveys, polls, and votes that you create, share, and through your responses to these.

We encourage open expression but do ask that you always keep everything civil and respectful. We want everyone to feel comfortable and safe inside the My20Q community. All interactions must comply with our “House of Love” community standards.

We do show advertisements while you are using My20Q, but these ads will never be intrusive or interrupt your work. There’s nothing more aggravating than getting deep in thought and get hit with a pop-up ad.

With all that said, below are the **official** Terms and Conditions for using My20Q.

1. Introduction

My20Q is a cloud-based software service owned, operated, and managed by GrilloPad LLC.

These Terms and Conditions ("Agreement") govern your access to and use of the Software as a Service ("SaaS"), known as My20Q, provided by GrilloPad LLC ("Provider"). By registering for, accessing, or using My20Q, you agree to be bound by this Agreement and our Privacy Policy. If you do not agree to these Terms and Conditions, or our Privacy Policy, you may not use My20Q.

2. Definitions

- “My20Q”, “us”, “we”: The cloud-based software application and related services provided by the Provider.

- "User": Any individual, group, business, organization or entity that registers for, accesses, or uses My20Q.
- "Survey", "Surveys": Survey, Poll, Quiz or other questionnaire creates on the My20Q platform.
- "Content": Any information, surveys, answers, data, text, graphics, or other materials uploaded, submitted, or otherwise made available by the User through My20Q.

3. Access and Use

3.1. Who can use My20Q

When creating an account and profile(s) in My20Q, we require that you be "YOU!" For this reason, you must:

- Use the name that you use in everyday life for your account and profile.
- Provide accurate information about yourself.
- Create only one account for yourself.

3.2. Who can NOT use My20Q

- Any person under 13 years of age may not use My20Q
- If we have previously banned or terminated your account due to violations of these terms, non-compliance with our "House of Love" community standards, you may not create a new account without our permission. Permission to create a new account is at our sole discretion and has no bearing on any previous disciplinary action.
- You are prohibited from receiving My20Q products, services, or software under applicable laws, regulations, or court orders.

4. Terms of Use

GrilloPad LLC grants the User a limited, non-exclusive, non-transferable right to access and use My20Q for lawful entertainment or business purposes, subject to compliance with this Agreement. The User must not:

- Copy, modify, or create derivative works of My20Q
- Reverse engineer, decompile, or attempt to extract the source code My20Q
- Use My20Q for any unlawful, harmful, or fraudulent activity
- Share access credentials with unauthorized persons

- Create a Survey or Answer asking for direct personal information from any other user. This information includes, but is not limited to, social security numbers, credit card numbers, bank account information, physical address, email address, phone numbers.
- Create a Survey, respond to a survey, message another user, or provide any content using profanity, hate-speech, discrimination, terroristic threats or violates our “House of Love” community standards in any way.
- Create an account or profile that impersonates another person or business, organization, group, or entity that you do not belong to or have the right to represent.
- Upload any virus or malware or create malicious, fraudulent, “spam” content that is intended to cause harm to My20Q or any of our users.
- Partake in any activities that are intended to disrupt, overburden, impair the proper working, integrity, operation, or appearance of My20Q or any GrilloPad LLC product.

5. User-Generated Content and Misinformation Disclaimer

Anyone (except those restricted by our terms) is free to create surveys, respond to them, and share other content on My20Q. That said, we don’t verify or fact-check the accuracy of what users post. Some content may contain misinformation, and it’s up to you to evaluate and confirm anything before relying on it. My20Q isn’t responsible for any harm, loss, or confusion that may result from inaccurate or misinterpreted content shared on the platform.

6. User Responsibilities

- Users are responsible for maintaining the confidentiality of their account credentials.
- Users must ensure that all Content submitted complies with applicable laws and does not infringe third-party rights.
- Users must promptly notify My20Q support of any unauthorized use or security breach.
- Users are encouraged to report any user, survey, or response that asks for personal information or appears to be harmful, violent, or violates our “House of Love” community standards.

7. Services we provide

7.1. Provide a means for you to conduct Surveys or Polls

We've built My20Q to give you a creative space where you can design surveys or polls that reflect your personality, brand, or message—whatever helps you connect with your audience. Once your survey is ready, you can share it with the entire My20Q community and/or send it directly to the people you want to reach.

7.2. Allow you to discover and answer Surveys or Polls

Your My20Q Dashboard includes a feed that allows you to browse surveys that have been posted by other users, groups, organizations, and others. As you find surveys that grab you, respond and express your thoughts and opinions in the answers to these questions.

7.3. Provide data and responses and survey activity

An activity report is provided to allow you to view the responses, statistics, and activity that has occurred with your survey and other surveys based on that survey's privacy settings. This report is intended to help you gain the answers and knowledge you require/desire and provide insight into who is viewing and responding (or not responding) to a survey.

7.4. Uncover products, services, or other content that may interest you.

While using My20Q, you may see advertising for products, services, or other sponsored or commercial content that are relevant to you and hopefully, will add to the enjoyment in your life. Our **Privacy Policy** describes how we gather and use data you provide (profile information and usage patterns) to help bring you these advertisements. Again, we do not, will not sell your personally identifiable information. EVER!

7.5. Allow you to purchase advertising to promote yourself

If you have a business, brand, event or anything you would like to promote or publicize, any user may create a billing account and purchase advertising space on My20Q. All advertising must be approved by My20Q as detailed in the advertising section below.

For your security and for PCI compliance, all credit card and payment information are stored and secured by our payment processor.

7.6. Provide a safe, secure place that is in line with our integrity and “House of Love” culture that combats harmful conduct.

Our team continually monitors surveys and answers and employs AI content analyzers to flag, review and remove malicious, harmful, fraudulent content of any kind. Whether it be Surveys, responses, messages, or any other content inside of My20Q, secure and anonymous processes and procedures are used to detect and flag content that appears unlawful, harmful or malicious. This content is removed and archived.

As detailed in our **Privacy Policy**, we reserve the right to report unlawful activities to the appropriate authorities and will completely cooperate with authorities in the investigation of any crime involving My20Q or its content.

7.7. Research ways to improve My20Q and other GrilloPad Products

We are constantly looking for ways to improve our products. We may analyze your data and study usage patterns so that we can improve efficiency, provide better advertising targeting, and improve ways to help you find surveys that are relevant to you. Anything we can do to provide you with the best experience possible.

7.8. Provide maximum availability and continuous access.

We are committed to keeping My20Q available, efficient and accessible 24 hours a day, 365 days a year. To make this happen, we will need to make periodic updates to our cloud infrastructure. During these updates, we will need to transfer your data between data centers and databases possibly around the world.

8. Permissions You Grant Us

We need certain permission from you to provide the services detailed above.

8.1. Your Content

When creating surveys, providing responses, submitting advertising, or otherwise using My20Q, some content may be protected by intellectual property laws.

Any protected intellectual property you create or provide in surveys, responses, advertising or otherwise remains yours. You own it. If it's protected under copyright, trademark, or other laws, that protection stays with you.

We do need your permission to use it within My20Q so that we can deliver our services. That means hosting it, storing it, processing it and displaying it as needed – but only for the purpose of running My20Q. Nothing More!

This permission is non-exclusive, transferable, and royalty-free with a worldwide license to host, use, distribute, modify, run, copy, store, publicly perform or display, translate, and create derivative works of this content based on your account and survey privacy settings.

8.2. Deletions (90-day hold)

A user is free to delete content they have posted on My20Q at any time.

GrilloPad also reserves the right to delete any content that does not comply with the “House of Love” community standards, our terms and conditions, or is otherwise deemed harmful, fraudulent, violent, or unlawful. Unlawful content will be reported to the appropriate authorities.

Upon the deletion request, the content will be marked for deletion and hidden from all other users until it physically deleted from our system. In all cases, you grant us permission to store this data, and this license will remain in-effect until the deletion process is completed.

8.2.1. Accounts

Upon requesting deletion of an account, the account will be marked for deletion. When this happens, this account, all profiles, all surveys, and any other related content will be hidden from all other users. You will still be able to log into this account, the only action allowed will be to undelete and restore the account.

You may “undelete” your account at any time during the 90 days. Any subsequent delete requests will start the 90-day process over.

The account will be held for 90 days at which time, all account information, all profiles, all surveys, all responses, and any other content associated with the account will be removed from our system.

8.2.2. Surveys

When a request is received to delete a Survey, that survey will be held for 90 days. During that time, it will no longer be available for response, no changes can be made to that survey, and the activity report will only be visible to you and no other users.

You may “undelete” your survey at any time during the 90 days. Any subsequent delete requests will start the 90-day process over.

After the 90-day period, the survey, all responses, and statistics will be removed from our system.

8.2.3. Responses

You may delete responses to:

- Your responses to any Surveys that you take
- Any response to Surveys that you create or manage.

Once requested, the response will be marked for deletion and immediately hidden from all users and not included in any survey statistics report.

After the 90-day period, the response will be removed from our system.

8.2.4. Content Retention Exceptions

Content of any kind will NOT be deleted after the 90-day hold period in the following situations:

- When other users have shared or used the content in accordance with this license. That content will remain, and this license will apply until that user deletes it.
- When technical limitations or issues arise and deletion is not possible. In these cases, the deletion will occur as soon as technically feasible.
- When this content is required to investigate or identify illegal activity or violations to My20Q terms and policies.
- When required due to legal obligations for the preservation of evidence or record keeping obligations required by law.

- A law enforcement agency, government agency, judicial authority, court order requires (or requests) us to keep the content.

In each of these cases, the content will be retained for no longer than is necessary for the purpose for which it has been retained. This retention time will vary on a case-by-case basis.

This usage license will remain in effect until the content has been deleted.

Note: After content is deleted from our active system, it may take an additional 90 days for this data to be removed from backups and disaster recovery systems.

8.3. Permission to view and monitor all activity.

In our commitment to maintain a safe and secure experience for all My20Q users, we continuously monitor all activities both manually and via automated processes to detect and identify violations to these terms, our “House of Love” community standards, or any other policies.

GrilloPad officers and employees may access all surveys, responses, messages, or other My20Q activities for the purpose of ensuring adherence to applicable terms and policies. As detailed in our **Privacy Policy**, none of this information is shared outside of My20Q unless a violation is detected and it is deemed necessary to report this content to appropriate authorities.

8.4. Permission to use your name and profile information inside of My20Q

As you create surveys, or respond to other surveys, your account is attached to that content. You give us permission to use your name and public profile information when displaying this content to other My20Q users or on any My20Q page. This permission is granted without compensation of any kind to you.

9. Account Suspension or Termination

As stated above, we are committed to creating and maintaining a safe and secure environment for all My20Q users. If we detect violations to terms and conditions, violations to our “House of Love” community standards, either through internal monitoring or a report from another My20Q users, your account privileges are subject to disciplinary action, including suspension or termination of your account.

All suspensions and terminations are at the sole discretion of GrilloPad.

While we generally aim to follow a step-by-step process when handling violations, we reserve the right to immediately terminate an account in serious cases.

9.1. Warning

Upon initial detection of a violation of any of our terms, conditions, or policies, the user will be sent a warning inside of My20Q, and to the email address attached to the account or any SMS phone number on file. The user can reply to this message and discuss the situation as necessary.

9.2. Suspension

If the violation is not remedied, or if an additional infraction occurs, the account will be suspended for a specified period. The duration of suspension will be determined on a case-by-case basis. During this period the user will only be allowed to log in and view their suspension status or send an appeal message to My20Q support.

When this happens, you will be notified inside of My20Q and via the email address attached to the account and any SMS phone number on file.

9.3. Termination

If repeated violations occur, or if serious violations are detected, My20Q Support or GrilloPad officers have right to terminate your account as needed. When this happens, access to your account will immediately be disabled and you will be banned from creating new My20Q accounts. When this happens, you will be notified via the email address attached to your account and any SMS phone number on file.

Inactive Accounts

If your account stays inactive for an extended amount of time, we may terminate and delete your account. We will make efforts to inform you before this occurs. And obviously, in this case there is no ban. You are welcome and invited to reactivate your account or create a new account if the account has been deleted.

10. How our services are funded

Base services for My20Q are free of cost to all users in exchange for allowing us to show you advertisements and other commercial content that businesses, organizations, or individuals pay us to promote. We use your profile information (nothing personally

identifiable) to show you advertising that is relevant to you. We will also include some of this data in reports available to the advertiser to show insights into their advertising campaign. *For example, a report will show that 200 males between the age 20-30 saw their ad. Or 20 females in New Port Richey, FL saw their ad.*

Any individual, business, organization, or other legal entity may create a billing account and purchase advertising on My20Q. All advertising content must be approved by My20Q/GrilloPad to verify that the advertiser is reputable, and the content is consistent with My20Q/GrilloPad values and “House of Love” culture. Every advertiser is also vetted to verify that they are not fraudulent, or scam artists trying to hurt, steal, or mislead our valued My20Q users.

We also offer charity advertising on a limited basis. These are provided at no cost to the charity and are displayed at our sole discretion. If you know of a charity that may benefit from our advertising, please reach out to our advertising group at: ads@my20Q.com.

In the future we will be offering a “Paid” survey service which include more functionality and advanced features. A user will only be charged for a paid survey if they deliberately create a billing account and request this service.

11. Fees and Payment

11.1. Base Services

Users are welcome and invited to sign up and use My20Q’s basic features at no cost—unless we say otherwise—on the condition that we may show you advertisements while you use the service. These ads are tailored based on the demographic info you provide in your profile and other usage data we collect. Just to be clear: we do *not* sell, share, or export any personally identifiable information as part of this process. Your privacy matters, and we’re committed to keeping your personal data safe.

Base Services include:

- Create and Edit “Free” Surveys and Polls
- Respond to Surveys and Polls
- See survey responses and activity from other users
- View and click on advertisements

11.2. Advertising

My20Q does charge for advertising space. The charge for this advertising is specified and agreed upon during the creation of your advertising campaign. When creating an advertising campaign, you agree to pay My20Q according to the terms specified in that advertisement campaign.

12. Data Protection and Privacy

Any personally identifiable information that is collected inside of My20Q will be processed with the utmost privacy and care and in accordance with applicable data protection laws, industry standards, and our Privacy Policy.

However, we can't guarantee that our systems will never be breached. In the unlikely event that unauthorized access occurs and information is compromised, My20Q and GrilloPad LLC are not liable for any resulting loss, damage, or inconvenience. By using our platform, you acknowledge and accept this risk.

Users are responsible for ensuring that their use of the My20Q complies with all relevant privacy regulations.

13. Service Availability

GrilloPad will use all reasonable efforts to ensure My20Q is available and functioning as intended. Scheduled maintenance and unforeseen outages may occur. No warranties or guarantees are stated or implied in regard to system availability.

14. Limitation of Liability

My20Q is offered, “as-is”, with no warranties, service level agreement, or guarantee of any kind. To the fullest extent permitted by law, GrilloPad shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or for any loss of profits or data arising from the use of or inability to use My20Q.

15. Term and Termination

- This Agreement remains in effect until terminated by either party.
- GrilloPad may suspend or terminate access for breach of this Agreement.

- Upon termination, User's access to My20Q will cease and GrilloPad/My20Q may delete any and all account content in accordance with our deletion policy.

16. Changes to Terms

My20Q is committed to transparency. As we offer new functionality and services, these terms and conditions are going to need changes. We reserve the right to make changes to these 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.

17. Governing Law

This Agreement is governed by the laws of the State of Florida, United States, without regard to its conflict of law principles.

18. Contact Information

If you have any questions or concerns about these Terms and Conditions, the My20Q Privacy Policy, the "House of Love" community standards, or any My20Q policies, please contact GrilloPad/My20Q at help@my20q.com.