

Texts.com Privacy Policy

Last updated March 16th, 2021

This Privacy Policy applies to all information we collect from you (your “**Personal Data**”) through our website (<http://www.texts.com>), our desktop and mobile applications and any related services we control (collectively, the “**App**”). The App aggregates and displays messages sent to and from third-party messaging services (“**Messaging Service**”) in a single inbox on your desktop computer or mobile phone.

We are committed to protecting your Personal Data and your right to privacy, and we expressly designed the App with your privacy in mind. Your messages, contacts, and account credentials are never stored on or transit our servers, nor do we have any ability whatsoever to access such information.

The App enables you to send and receive messages directly from the Messaging Services you have activated to your desktop computer or mobile phone. The App also preserves end-to-end encryption of your messages if supported by your Messaging Service. End-to-end encryption means that your messages are encrypted to prevent us or any third parties from reading them.

This Privacy Policy only governs our use of the Personal Data we collect from you and not the collection or use of your Personal Data by the Messaging Services you active through the App, or the payment processors we use to process your subscription payment. If you do not agree to the terms of our Privacy Policy, you cannot use our App and should not access our website.

If you have any questions or concerns about how we use your Personal Data, please email us at privacy@texts.com.

1. WHAT PERSONAL DATA DO WE COLLECT?

We collect Personal Data from you when you create a Texts Account, use the App, or contact us. We also collect IP addresses from Cloudflare when you visit our website. The categories of Personal Data we have collected in the past 12 months, and collect today, include the following:

- **Identifiers.** Username, first and last name.
- **Profile Information.** Social media profile name and profile picture.
- **Contact Information.** Email address.
- **Geolocation Information.** We do not collect precise geolocation information from GPS sensors. However, we do collect IP addresses of our website visitors and users of our App.
- **Internet and mobile network activity information.** We automatically collect App performance metrics, website engagement metrics, App error and crash data, and your hashed device ID.

2. HOW DO WE USE YOUR PERSONAL DATA?

We use your Personal Data for the following business purposes:

- **Provide the App.** We use your Personal Data to contact you about changes to our website and application Terms of Use (“**Terms**”) and Privacy Policy and updates to our App, provide customer support, troubleshoot bugs or errors, improve the App, test new features, and better understand your online and mobile phone activity while using the App.

- **Enforce our Terms.** We may use your Personal Data to assist with enforcement of our website and application Terms of Use, this Privacy Policy and other agreements.
- **Respond to legal requests and prevent harm.** If we receive a subpoena or other legal request, we may need to inspect the information we hold to determine how to respond. We will never share the contents of any Messages as we do not have the ability to access such data.
- **Determine Pricing.** We may use your location data to determine subscription costs.

3. WITH WHOM WILL WE SHARE YOUR PERSONAL DATA?

We only share and disclose your Personal Data with the following third parties:

- **Service Providers.** We may share your Personal Data with Google Analytics and Google Workplace, Stripe, Sentry, Cloudflare, Digital Ocean, AWS, Superhuman, and other service providers (“**Service Providers**”) who perform services for us or on our behalf and require access to such information to do that work. For more information on how our Service Providers deal with Personal Data, please refer to their respective privacy policies:
 - [Stripe Privacy Policy](#)
 - [Google Privacy And Terms](#)
 - [Sentry Privacy Policy](#)
 - [Cloudflare Privacy Policy](#)
 - [Digital Ocean Privacy Policy](#)
 - [AWS Privacy Policy](#)
 - [Superhuman Privacy Policy](#)
- **Purchasers of Our Business.** We may share your Personal Data in connection with any merger or acquisition of our business to another company.
- **Law Enforcement.** We may share your Personal Data in order to comply, as necessary, with applicable laws and regulatory requirements. We will never share the contents of any Messages with law enforcement as we do not have the ability to access such data.

You may create a backup of your Messages directly on Box, Dropbox and any other third-party server we may integrate with the App or enable in the future (“**Back Up Provider**”). The collection, sharing and use of Personal Data by Back Up Providers is governed by their respective privacy policies.

4. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We keep your Personal Data until you ask us to delete them or until you delete your Texts Account. If you ever decide to stop using Texts, you can just ask us to delete your Texts Account by emailing us at privacy@texts.com or logging into your account and clicking on settings. Unless there is a legal requirement for us to keep your Personal Data, we will delete your Personal Data within seven days of your request to delete your Texts Account or Personal Data.

5. HOW DO WE KEEP YOUR PERSONAL DATA SAFE?

We ensure that our systems are secure and that they meet industry standards. We seek to protect your Personal Data by implementing physical and electronic safeguards. Each Service Provider we engage will have similar security and confidentiality policies. We will do our best to protect the security of your Personal Data but as you know, no security system is completely secure.

6. DO WE COLLECT PERSONAL DATA FROM MINORS?

You must be at least 13 years old or the minimum legal age in your country to use the App. If you live in a country in the European Economic Area, you must be at least 16 years old to use the App.

We do not knowingly collect Personal Data from persons under 13 years of age, nor do we knowingly sell Personal Data of consumers under the age of 16. If we learn that we have collected Personal Data about a person under the age of 13 years of age, we will deactivate the account and delete such data from our records. If you become aware of any information we have collected from a person under the age of 13, please email us at privacy@texts.com.

7. USE OF COOKIES

We use cookies in order to provide better service, to track usage of the App, and to address certain security issues. We do not use cookies for profiling or advertising. When you access our App, we send the cookies to your computer or phone. The cookies help us keep track of your visits and your activity on our App and to understand how you interact with us.

We also use Google Analytics. The following link explains how Google uses data when you use its partners' websites and applications: www.google.com/policies/privacy/partners/. Your use of our website is evidence of your consent to us storing and accessing cookies and other information on your computer or phone and our use of Google Analytics in connection with such activities. Please read the information at the link provided so you understand what you are consenting to.

8. CONTROLS FOR DO-NOT-TRACK FEATURES

We do not currently respond to "Do Not Track" or DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online.

9. PRIVACY RIGHTS UNDER THE GENERAL DATA PROTECTION REGULATION ("GDPR")

If you are a resident of the European Economic Area ("EEA") or Switzerland ("EEA Residents"), you can make the following requests at any time by emailing privacy@texts.com:

- **Opt-Out.** You may request that we stop sending you direct marketing communications which you have previously consented to receive. We may continue to send you service-related and other non-marketing communications.
- **Access.** You may request we provide you with information about our processing of your Personal Data and give you access to your Personal Data.
- **Rectify.** You may request we update or correct inaccuracies in your Personal Data.
- **Erase.** You may request we erase your Personal Data. Please note that we do not have the ability to erase any Messages stored locally in your desktop or mobile phone.
- **Export.** You may request we transfer a machine-readable copy of your Personal Data to you or a third party of your choice.
- **Restrict.** You may request we restrict the processing of your Personal Data at any time. For example, you may request that we stop storing your first and last name, or your social media pictures. Keep in mind that certain features of the App may lose their functionality, such as the ability to log-in using your Google account.
- **Object.** You may object to our processing of your Personal Data at any time. We have provided you with the ability to delete your Texts Account if you don't want us processing your Personal Data anymore.

Note that we may refuse to grant your requests in whole or in part as permitted by the GDPR. You have the right to complain to a data protection authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority or [click here](#).

9.1. Our basis for processing your Personal Data

The GDPR prohibits us from processing or using your Personal Data unless certain conditions apply. These conditions are known as “legal basis” and we will usually rely on one of the following legal bases when processing your Personal Data:

- **Contract.** We use your Personal Data because you have entered into a contract with us and have accepted our Terms.
- **Legitimate Interest.** We use your Personal Data because we have a legitimate interest in doing so. For example, we need to use your Personal Data to communicate with you as necessary to provide the App and to improve our services.
- **Consent.** We use your Personal Data because you have given your consent to us to use your Personal Data for specific purposes. You can revoke your consent at any time.

9.2. International Transfers of Personal Data

We will store and process your Personal Data in the United States. If you use the App from outside the United States, you acknowledge we will transfer your Personal Data to, and store your Personal Data in, the United States, which may have different data protection rules than in your country, and Personal Data may become accessible as permitted by law in the United States, including to law enforcement and/or national security authorities in the United States.

10. CALIFORNIA PRIVACY RIGHTS

As a California consumer, you have the following choices regarding our use and disclosure of your Personal Data subject to certain limitations under the California Consumer Privacy Act (“CCPA”):

- **Right to know.** You may request, up to twice in a 12-month period, the following information about the Personal Data we have collected, used, disclosed or sold about you during the past 12 months:
 - the categories and specific pieces of Personal Data we have collected about you;
 - the categories of sources from which we collected the Personal Data;
 - the business or commercial purpose for which we collected the Personal Data;
 - the categories of third parties with whom we shared the Personal Data; and
 - the categories of Personal Data about you that we disclosed for a business purpose and sold to third parties, and the categories of third parties to whom the information was disclosed or sold.
- **Right to delete.** You may request that we delete the Personal Data we have collected from you, subject to certain limitations under the CCPA.
- **Right to opt-out from sale of Personal Data.** You have the right to opt-out of the sale of your Personal Data. We do not sell your Personal Data.
- **Non-discrimination.** The CCPA provides that you may not be discriminated against for exercising these rights.

To submit a request to exercise any of the rights described above, you may email us at privacy@texts.com or fill out this [online form](#). We will verify your identity before responding to your

request by either verifying that the email address from which you send the request matches your email address that we have on file, or by requiring you to log into your account using your Google credentials.

10.1.Sources of Personal Data

Sources of Personal Data under the CCPA are:

- **You** (as an individual user) when you provide us Personal Data directly, and when we collect it automatically based on your interactions with us (for example, through your computer you use to access our App); and
- **Service Providers** such as Cloudflare who support our business.

10.2.Consumer Request by an Authorized Agent

If any authorized agent submits a consumer request under the CCPA on your behalf, we require the authorized agent to submit the following information so that we can confirm their authority to act on your behalf:

- Evidence of authorization to act on behalf of the California consumer: (1) California Secretary of State authorization, (2) notarized written permission from the California consumer, or (3) power of attorney.
- Evidence of identity of the California consumer: (1) first and last name, (2) email address, and (3) password.

11. CHANGES TO OUR PRIVACY POLICY

We reserve the right to make changes to this Privacy Policy. If we make material changes to our Privacy Policy, our revised Privacy Policy will be posted at www.texts.com/privacy, and it will either be noted on our App that material changes have been made or we will notify our users by email. The date of the most recent update to our Privacy Policy will be set forth in the header to the Privacy Policy.

12. HOW CAN YOU CONTACT US ABOUT THIS PRIVACY POLICY?

If you have questions or concerns about our Privacy Policy practices, you may email us at privacy@texts.com.