

Note: The following email exchanges document my initial inquiries using the Crisis Text Line invited channels for asking questions and seeking feedback or ideas for improvement. The emails were sent from/to my personal email account. To begin at the beginning, start at the bottom of the document.

From: Crisis Text Line <info@crisistextline.org>

Sent: Monday, September 28, 2020 2:37 PM

To: Tim Reiersen <[REDACTED EMAIL]>

Subject: Crisis Text Line | Re: Past Terms of Service & Privacy Policy for Texters

- Please type your reply above this line -##



Tim Reiersen

Sep 28, 2020, 5:36 PM EDT

Dear V [REDACT SUPPORT NAME],

Please do not apologize for your response. I'm certain that you were just passing through the information given to you by the legal team, to send to me. You are doing wonderful work—thank you.

I don't want to use any more of your time on this question, and I certainly don't want to use any more of the legal team's time. That can be expensive for an organization. I was able to answer my original question through other sources. I thank you for providing an email for the legal team with permission to contact them, it's possible I may use it someday.

Best Regards,
Tim



V [REDACT] (Crisis Text Line)

Sep 28, 2020, 5:16 PM EDT

Hi Tim,

Thank you for following up with me. I apologize if my response did not come across as an authentic answer.

You are more than welcome to email our Legal Team directly at legal@crisistextline.org.

If there is anything else we can do to support you, please don't hesitate to reach out.

Respectfully,
V [REDACT]



Tim Reiersen

Sep 24, 2020, 7:44 PM EDT

Dear V [REDACT],

Thank you for asking my question.

To confirm, there are prior versions of the Policy, but the Legal Team is declining to provide them to me.

Is that correct? If so, would you please ask for the Legal Team to provide a reason why they are declining, when it was public information.

For example, I could have just copied it at the time; and I could probably recover it from internet archives.

That's why I wonder what the actual reason is.

I also know that there is a lot of flexibility in how these agreements are presented and drawn. So I'm not saying that the Legal Team and the leadership at CTL are outside of their authority to do things they way they are. Of course, they can do as they please. But the answer is not really coming across as an authentic answer to me. I do think I deserve an authentic answer. Anyone who knows a little bit about agreements, knows there is a wide range of flexibility.

As an example, in my opinion a more authentic answer would be, "we have considered your question and find it to be without sufficient merit to warrant any changes. In our opinion we are required to keep it as is, according to the direction we are receiving from CTL leadership, and by our own advice to leadership".

That answer would make much more sense to me.

Do you see the difference between the answer you were given to deliver to me, and one I have put above?

Thank you,

Tim



V [REDACT] (Crisis Text Line)

Sep 24, 2020, 5:34 PM EDT

Hello Tim,

Thanks for reaching out with this. I asked our Legal Team and was told the only version available is the current Terms of Service and Privacy Policy on our website.

I should mention we've done as much paring down as we can to our Terms of Service while maintaining the legal requirements to protect our Texters, you and our other Crisis Counselors, and our organization.

While we appreciate your interest in keeping the Texter top of mind and making the Terms of Service more digestible, we are bound legally to include the language we currently have.

I hope this helps. If there is anything else we can do to support you, please don't hesitate to reach out!

Respectfully,

V [REDACT SUPPORT NAME]



Tim Reiersen

Sep 23, 2020, 7:35 PM EDT

Hi F [REDACT SUPPORT NAME],

At your convenience, would you please send me the previous version of the CTL Terms of Service and Privacy Policy? I see it was updated/replaced on September 3, 2020. I'm only asking for versions that were publicly shared on the CTL website (public information).

I'd like to compare the changes made. If it's been updated frequently in the last year, feel free to send more than one prior version.

As background to my request, I have interest in a couple things. One, I'm interested in reforming the agreement so that it would actually be reasonable for a person in crisis to review it and understand it. I was starting to look into that

question just out of my own curiosity, and had a texter bail out of a conversation because they were overwhelmed by the agreement. Reinforcing my concern.

Two, I have an ongoing interest in the ethical use of texter–counselor data, which includes the disclosures that are made to texters.

At this point, I’m doing research and fact–finding.

If you need to forward this request to someone else, please do so.

Thank you,

Tim

Tim Reiersen [REDACTED EMAIL]

[REDACTED ADDRESS]

Crisis Text Line User Support Team



Tim Reiersen

Jul 31, 2020, 11:13 AM EDT

Submitter email: [REDACTED EMAIL]

Submitter name: Tim Reiersen

What is the problem you're hoping to solve?: The legal terms that a texter must agree with to continue are way too long and are poorly written for the purpose they are trying to fulfill. There is overly legalistic language combined with statements that verge on slang. When I finally read the texter's agreement I was taken aback by it, and I was not in a moment of crisis.

Describe the feature you're proposing: Shorten the terms to only the essentials and make them something that a person in crisis could actually read quickly and feel comfortable about. My suggestion is that a committee review all of the agreements at CTL using a transparent process.

What is your current workaround for solving this problem?: Inform texter of their option to remove the conversation after it is closed.

What would be the impact of not implementing this feature?: other

In case you need a refresher, here's what your convo looked like:



Crisis Text Line User Support Team (Crisis Text Line)

Jul 21, 2020, 9:21 AM EDT

Hi Tim,

Thank you for reaching out about this. I am sorry for the delayed response – as you can imagine it's been a very busy, challenging time for our organization and I wanted to ensure this response was given appropriate thought and attention before responding.

I reached out to Leadership with your concerns and questions. They shared that the relationship with Loris is governed by strict contractual requirements set by independent outside counsel for each side. Those contracts make clear that Crisis Text Line owns the data -- Loris does not own it and cannot sell it -- and Loris only gets access to anonymized data subject to strict restrictions.

We are committed to improving our data practices and application of data science to conform to best practices at every level. We are currently looking at third parties to review what we do well and what could improve. We expect the review to be completed in 2020. When results are available, we'll share a summary with volunteers.

I hope this addresses some of your concerns. If there is anything else we can do to further support you, please let me know. Thanks for your continued dedication to helping our texters, which is, and has always been, the priority.

Warmly,

E [REDACT SUPPORT NAME]



Tim Reiersen

Jul 1, 2020, 3:00 PM EDT

Thanks for the replies. I started out this year as a crisis counselor. My work is in engineering consulting so I've been learning a lot, it's been a very challenging and rewarding experience so far. I've been very disturbed along with many others by the revelations about Nancy Lublin and the work environment at CTL. In this email I wanted to comment on the document just shared, the Response to CC's Data Questions.

One thing really stood out to me. I wasn't aware of Loris.ai. This is extremely disturbing to me—Loris.ai appears to be a for-profit company that is currently advertising its access to Crisis Text Line data as a selling point. For improving customer service. I looked at their website.

That is seriously messed up if you ask me.

I would like Crisis Text Line to terminate its contracts with Loris.ai and include a requirement that they no longer mention Crisis Text Line in their company literature. I'm assuming it's too late to retrieve the data that they are going to profit from in the future. That is just ugly, disrespectful, nauseating, unconscionable.

Maybe the explanation is missing something, but wow.

I can absolutely get behind legitimate, secure research for the non-profit benefit of people in crisis and struggling, but a use of the data for improving customer-service...that is vulgar. I hope the third party attorney negotiating the Crisis Text Line interests within these contracts knew what they were doing, and put in a clean exit provision with retention of all ownership in the data to Crisis Text Line.

Good Lord.

Sincerely,

Tim Reiersen

[REDACT]

Tim Reiersen, PE [REDACTED EMAIL]

[REDACTED ADDRESS]

From: [REDACTED MY CRISIS TEXT LINE COACH]
Sent: Thursday, July 2, 2020 11:29 AM
To: Tim Reiersen <[REDACTED EMAIL]>
Subject: Re: FW: Response to CC's Data Questions

Hi Tim,

Thanks so much for reaching out to share your reflection on the Town Hall. While I wasn't there, I trust you when you say how negatively illuminating it felt. And I hear you on your concerns with Loris. It's clear these concerns come from a place of caring about texters and their safety and data, and I admire you for speaking up about your convictions.

While I don't have answers for many of these questions and observations, I'm sending this feedback along to senior leadership so that those who do have the answers or are empowered to get them can see this and understand its importance.

I appreciate just how much you care to make Crisis Text Line better. I hope that together, we can get there.

Warmly,
[REDACTED MY CRISIS TEXT LINE COACH]

On Wed, Jul 1, 2020 at 1:04 PM Tim Reiersen <[REDACTED EMAIL]> wrote:

Hi [REDACTED MY CRISIS TEXT LINE COACH],

I'm copying you in FYI. When I sent this email just now, I received an automated reply saying that I could also reach out to my coach, so I took that advice.

You don't need to reply, I'm sure you're busy. I expect that I won't be the only one wondering what the deal is with Loris.ai. I can wait to see how the organization responds as a whole, not just to me.

Best,
Tim

From: Tim Reiersen
Sent: Wednesday, July 1, 2020 12:00 PM
To: info@crisistextline.org
Subject: Response to CC's Data Questions

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Good Lord.

Sincerely,
Tim Reiersen

[REDACTED]
Tim Reiersen
[REDACTED EMAIL]
[REDACTED ADDRESS]