News Item

The Real Harm of Crisis Text Line's Data Sharing | WIRED

By Keith Porcaro

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> Another week, another privacy horror show: Crisis Text Line, a nonprofit text message service for people experiencing serious mental health crises, has been using "anonymized" conversation data to [power a for-profit machine learning tool for customer support teams](). (After backlash, CTL [announced it would stop]().) Crisis Text Line's response to the backlash focused on the data itself and whether it included personally identifiable information. But that response uses data as a distraction. Imagine this: Say you texted Crisis Text Line and got back a message that said "Hey, just so you know, we'll use this conversation to help our for-profit subsidiary build a tool for companies who do customer support." Would you keep texting?
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> That's the real travesty—when the price of obtaining mental health help in a crisis is becoming grist for the profit mill. And it's not just users of CTL who pay; it's everyone who goes looking for help when they need it most.
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Source: [The Real Harm of Crisis Text Line's Data Sharing | WIRED]()