

## NAWS Mailing List Privacy Policy and FAQ

These are some of the most commonly asked questions related to NAWS mailing lists, including JFT, SPAD, and NAWS News. Please read this page before contacting us.

- 1. How do NAWS mailing lists work?**
- 2. How can I subscribe to get NAWS emails?**
- 3. How can I unsubscribe from NAWS mailing lists or from all NAWS emails?**
- 4. I received a verification email, but I cannot complete the registration process.**
- 5. I receive more than one copy of emails from lists I'm subscribed to. How do I stop this?**
- 6. Why am I not receiving emails for my subscription(s)?**
- 7. What happens to my email address when I subscribe to NAWS mailing lists?**
- 8. How can I contact the webmaster?**

### **1. How do NAWS mailing lists work?**

The subscription process for NAWS mailing lists and the actual mailing of the JFT and SPAD lists is fully automated. The NAWS News list is emailed whenever a new issue of NAWS News is created.

### **2. How can I subscribe to get NAWS emails?**

You can subscribe to any of our mailing lists by going to [www.na.org/subscribe](http://www.na.org/subscribe) and clicking "Click here to subscribe to Just for Today, A Spiritual Principal a Day (SPAD), or NAWS News." This link will take you to our subscription center page where you can enter your name and email address, choose the specific publication you wish to subscribe to, and then submit the form. Next, respond to the confirmation email that will be forwarded to your registered address shortly after your initial registration.

If you do not see the confirmation email in your inbox please check your spam/junk folder for the message. Once you click on the link inside that email, you will be taken to the final confirmation page. Many email programs mark our messages as spam please add \*@na.org as a safe sender contact in your email, this will stop this from happening.

### **3. How can I unsubscribe from NAWS mailing lists or from all NAWS emails?**

You can unsubscribe from any NAWS mailing list by clicking on Unsubscribe link located in the footer of your NAWS emails to stop receiving all NAWS emails. Additionally, you can click on the Update Subscription Preferences link located in the footer of your NAWS email to select the lists from which you wish to unsubscribe. You will then need to confirm your wish to unsubscribe on the following page. If you have trouble unsubscribing, please email [subscribe@na.org](mailto:subscribe@na.org). Note that opting out of NAWS updates will also unsubscribe you from all NAWS email lists.

### **4. I received a verification email, but I cannot complete the registration process.**

If you continue to have confirmation or registration problems, contact us at [webmaster@na.org](mailto:webmaster@na.org) and include a complete description of your problem. Please be sure to let us know which list you are trying to subscribe to.

### **5. I receive more than one copy of emails from lists I'm subscribed to. How do I stop this?**

There are a few possible reason why multiple copies of a subscribed email may arrive in your email box. You may have subscribed more than once using different email addresses that are directly mailed to you or through a mail forwarding service you may use. Or, someone else may be forwarding the email to you. You can click the Unsubscribe link in the footer of any NAWS email to unsubscribe any email address at any time.

## **6. Why am I not receiving emails for my subscription(s)?**

There are a number of reasons you may not be receiving your subscription. Many mailboxes have a size limit. When that has been exceeded, the email bounces back. Also, if the mail coming from us is considered spam or junk mail by your service provider or software, it may be blocked or moved to another folder. You will need to correct the settings or add us to your address book to permit this email to be received.

If you feel you should be getting a mailing but have not received it for a couple of days, first check to see if emails from NAWS are accidentally going into a bulk mail or spam folder. If necessary, you can put the respective lists "from" address and "\*.na.org" on your "safe senders" list. If you still aren't receiving our emails, you may wish to go to the subscription page and re subscribe to the list. In case of additional problems, contact us at [subscribe@na.org](mailto:subscribe@na.org) and include a complete description of your problem. Please be sure to let us know which list you are trying to subscribe to.

Sometimes things happen that cause an email address to be unavailable for even a short period of time. If email bounces a couple of times, the mailing list software may delete that email address from the list. In that case, you must re-subscribe to resume the service.

## **7. What happens to my email address when I subscribe to NAWS mailing lists?**

Our email lists are private and are never distributed or sold to any other parties. Your email address will be used solely for the purpose of receiving communications from NA World Services. For more information, please review our Privacy Policy at <https://www.na.org/?ID=privacy>.

Note: When you subscribe to NAWS News, Just for Today or A Spiritual Principle a Day (SPAD) you are agreeing to receive periodic "NAWS Update" emails. In addition, twice a year you may receive an email request to consider making financial contributions to NA World Services. If you do not wish to receive these updates, you may send an email to [optout@na.org](mailto:optout@na.org). However, opting out of NAWS updates will also unsubscribe you from all NAWS email lists.

## **8. How can I contact the webmaster?**

If the answers above have not answered your concern, please send an email to [webmaster@na.org](mailto:webmaster@na.org) with a complete description of the problem you are having, including the specific list(s) you need help with.