

Netflix Member Information Request Response

Here is your Netflix Member Information Request Response (“Response”). The Response consists of:

1. **Cover Sheet:** We include this Cover Sheet to help you understand the information included in the Files and tables. Some of the terms in the Files and tables may look or sound unfamiliar. The Cover Sheet provides plain language explanations of what these terms mean.
2. **Files:** The files including your information (“Files”) - the tables in the Files are machine readable.
3. **Additional Information:** A document that provides information about the following areas:
 - a. **Types and sources of personal information**
 - b. **Purposes of processing**
 - c. **Disclosure of personal information**
 - d. **Automated processing**

If you have questions about the information in this Cover Sheet or in the tables, or have other questions about this Response, please send us an email at privacy@netflix.com and we will be happy to help.

About this Cover Sheet

We include this **Cover Sheet** to help you understand the information included in the Files and tables. Some of the terms in the Files and tables may look or sound unfamiliar. The Cover Sheet provides plain language explanations of what these terms mean. Here are a few other notes:

- You may have used the Netflix service or updated your information after you made your information request, in which case related information will not be included in this Response. Also, the information that we collect and retain may change over time.
- There might not be information in our systems for a given table or part of a table. In that case there may be blanks, we will not provide a specific table, or we will provide a table stating “We found no information for this table” (“We found no information for this table”). Generally, notations such as “-1” or “NULL” indicate no or deleted information.
- We keep information for different periods of time, so in some cases we have limited amounts of personal information to include in this Response.
- In some cases, if your account is set to a specific language, our systems might record column headings or TV show/movie names in that language, as opposed to English.
- Unless otherwise indicated, all dates and times in charts and tables are provided in Coordinated Universal Time (UTC), which is the primary time standard by which the world regulates clocks and time.
- We maintain a record of your information request in accordance with applicable legal requirements.
- This Report is generated and made available for purposes of fulfilling our subject access rights obligations.

Please see the Files to review your Netflix personal information. Use the explanations below to help you.

File 1: Account (Account)

Table 1: AccountDetails (Account Details) - This table will include either (a) the information that you provided to Netflix when you registered to use our service or (b) the information as you have updated it since registration (for example, if you updated your email or added a phone number). This table also includes information about your current account settings for settings such as playback and communications.

- **"First Name"** - the account owner's first name.
- **"Last Name"** - the account owner's last name.
- **"Email Address"** - the account owner's email address.
- **"Phone Number"** - the account owner's phone number (if any).
- **"Country Of Registration"** - the country associated with the account (based on IP address) when the email address associated with the account was first entered into our system.
- **"Country Of Signup"** - the country associated with the account (based on IP address) when the account subscription was activated by providing a payment method.
- **"PrimaryLang"** - the account owner's preferred language.
- **"Cookie Disclosure"** - by default this is set to "false" and will say "true" if you have been presented with our cookie banner.
- **"Membership Status"** - the membership status at the time this Response was requested.
- **"Customer Creation TimeStamp"** - the UTC date and time when the member most recently activated their Netflix subscription.
- **"Profile Transfer Setting"** - indicates whether the profile transfer account setting is enabled.
- **Opt-Out All Profiles** - indicates whether the account has exercised the "Opt all profiles out of data sharing" option in the "Privacy and Data Settings" menu. "True" means that the account has opted-out. See <https://help.netflix.com/node/100637> for more information (Note: this option may not be available in all countries).
- **"Has Rejoined"** - indicates whether a member has rejoined the service after cancelling the subscription but before account deletion.
- **"What You Watch" (Email)** - indicates whether a member is eligible to receive "What You Watch" email notifications (emails about new seasons & episodes, leaving soon, your collections).

- **“Watch Recommendations & More” (Email)** - indicates whether a member is eligible to receive “Watch Recommendations & More” email notifications (emails about Top 10, new arrivals, now on Netflix).
- **“Survey & Research Invites” (Email)** - indicates whether a member is eligible to receive “Survey & Research Invites” email notifications (emails about participation studies and surveys).
- **“Netflix Games” (Email)** - indicates whether a member is eligible to receive “Netflix Games” email notifications (emails about releases, recommendations, gameplay activity).
- **“Netflix.Shop & Experiences” (Email)** - indicates whether a member is eligible to receive “Netflix.Shop & Experiences” email notifications (emails about Netflix.Shop products and Netflix live experiences).
- **“Using the Netflix App” (Email)** - indicates whether a member is eligible to receive “Using the Netflix App” email notifications (emails about suggested features, tips & tricks, parental controls).
- **“Membership Offers” (Email)** - indicates whether a member is eligible to receive “Membership Offers” email notifications (emails about plan upgrades and subscription promotions).
- **“Kid’s Activity Report” (Email)** - indicates whether a member is eligible to receive “Kid’s Activity Report” email notifications.
- **“What You Watch” (Push Notification)** - indicates whether a member is eligible to receive “What You Watch” push notifications (push notifications about new seasons & episodes, leaving soon, your collections).
- **“Watch Recommendations & More” (Push Notification)** - indicates whether a member is eligible to receive “Watch Recommendations & More” push notifications (push notifications about Top 10, new arrivals, now on Netflix).
- **“Survey & Research Invites” (Push Notification)** - indicates whether a member is eligible to receive “Survey & Research Invites” push notifications (push notifications about participation studies and surveys).
- **“Netflix Games” (Push Notification)** - indicates whether a member is eligible to receive “Netflix Games” push notifications (push notifications about releases, recommendations, gameplay activity).
- **“Netflix.Shop & Experiences” (Push Notification)** - indicates whether a member is eligible to receive “Netflix.Shop & Experiences” push notifications (push notifications about Netflix.Shop products and Netflix live experiences).
- **“Using the Netflix App” (Push Notification)** - indicates whether a member is eligible to receive “Using the Netflix App” push notifications (push notifications about suggested features, tips & tricks, parental controls).

- **“Membership Offers” (Push Notification)** - indicates whether a member is eligible to receive “Membership Offers” push notifications (push notifications about plan upgrades and subscription promotions).
- **“Text Message - Account updates”** - indicates whether a member is eligible to receive important account messages, like texts to help the member access and recover their account.
- **“Test Participation”** - refers to “Test Participation” in the Settings area in the “Account” page settings, which allows members to participate in tests to help improve the Netflix experience and see potential changes before they are available to all members.
- **“Extra Member Account”** - indicates whether the account is an extra member on another member’s plan (note: the extra member feature may not be available in all countries at this time).
- **“Extra Member Primary Account Owner”** - The email address of the primary account owner whose plan the extra member is on (note: the extra member feature may not be available in all countries at this time).

Table 2: SubscriptionHistory (Subscription History) - This table contains details of the subscription(s) you have had with Netflix, such as the subscription plan name and the time period you subscribed to that particular plan.

- **“Subscription Opened Ts”** - the UTC date and time when the subscription was created.
- **“Is Free Trial At Signup”** - indicates whether the account owner received a free trial when signing up for the subscription.
 - “0” means the account owner did not receive a free trial when signing up for the subscription.
 - “1” means the account owner received a free trial when signing up for the subscription.
- **“Subscription Closed Ts”** - the UTC date and time when the subscription was cancelled (if applicable).
- **“Is Customer Initiated Cancel”** - indicates whether the subscription was cancelled voluntarily by the member or automatically cancelled by Netflix.
- **“Signup Plan Category”** - indicates the type of subscription at the time of sign up.
- **“Signup Max Concurrent Streams”** - indicates the number of DVDs out at a time or concurrent streams allowed (as applicable).
- **“Signup Max Streaming Quality”** - indicates the streaming video quality at the time of sign up.
- **“Plan Change Date”** - the UTC date of a plan change (if any).

- **“Plan Change Old Category”** - indicates the previous subscription plan type (if any).
- **“Plan Change Old Max Concurrent Streams”** - indicates the maximum number of concurrent streams available on the prior plan (if applicable).
- **“Plan Change Old Max Streaming Quality”** - indicates the maximum streaming quality on the prior plan (if applicable).
- **“Plan Change New Category”** - indicates the current plan type for the subscription, if a plan change was made.
- **“Plan Change New Max Concurrent Streams”** - indicates the maximum concurrent streams available on the current plan, if a plan change was made.
- **“Plan Change New Max Streaming Quality”** - indicates the maximum streaming quality of the current plan, if a plan change was made.
- **“Cancellation Reason”** - indicates the reason for cancellation (if any).

Table 3: TermsOfUse (Terms Of Use, Privacy Statement) - This table contains details of when you accepted our Terms of Use and accepted or acknowledged the Privacy Statement when you joined, or when you have accepted, acknowledged, or were presented with the annual reminder we provide to our members through an alert on the service.

- **“Tou Accepted Date”** - indicates the date and time when the Terms of Use and Privacy Statement (or annual reminder) was presented.

Table 4: Extra Members (Extra Members)- This table contains details about the extra member slots on the account, if any (note: the extra member feature may not be available in all countries at this time)

- **“Extra Member Slot”** - indicates the extra member slot number.
- **“Extra Member Purchase Time”** - indicates the date and time that the extra member slot was purchased.
- **“Extra Member”** - indicates the email address of the extra member for this slot.
- **“Extra Member Activation Time”** - indicates the date and time when the extra member activated the invitation and began using the slot.

Table 5: Access and Devices (Access and Devices) - This table contains details about the devices most recently used to access streaming content on the account.

- **“Devices”** - the type of device that was used to access streaming content.
- **“Date”** - the UTC date playback was last initiated on the account, either by clicking play or continuing to stream after auto-play on a specific device.
- **“Esn”** - unique identifier of a device, which may be assigned by Netflix, the manufacturer of the device, the manufacturer of a specific component such as a processor, or the software/firmware on the device.

- **“Part of Netflix Household”** - whether this device was part of the Netflix Household (at the time this response was requested). Please note that if a device is not part of the Netflix Household, it may still be able to stream on your account (for example, it may be a newly added device, or you may have indicated that you are traveling).

File 2: Clickstream (Clickstream)

Table: Clickstream - This table provides details of actions taken while navigating through the Netflix website while in a logged in state.

- **“Profile Name”** - the name of the profile associated with the clickstream information.
- **“Source”** - the device type from which the visit occurred.
- **“Navigation Level”** - the page of the Netflix service that was visited.
- **“Referrer Url”** - the URL of the website from which you came to visit the Netflix site.
- **“Webpage Url”** - the URL of the Netflix website page of the visit (only available where the device type (“Source”) is a browser).
- **“Click Utc Ts”** - the UTC date and time when the Netflix page was visited.

File 3: Content_Interaction (Content_Interaction)

Table 1: IndicatedPreferences (Indicated Preferences) - Upon first use of a profile, profile users are invited to select TV shows and movies they watched before they subscribed to Netflix, as well as TV shows and movies in which they have an interest (“Indicated Preferences”). This feature is only available on our website (not on mobile devices) and may be skipped, which is why this information may not be available. This information is used to give initial guidance to our recommendation systems.

- **“Profile Name”** - the name of the profile for which the preference was indicated.
- **“Show”** - the name of the TV show or movie selected from among a variable list.
- **“Has Watched”** - reflects a response indicating that the selected TV show or movie has been watched before.
- **“Is Interested”** - reflects whether the profile user expressed an interest in the TV show or movie.
- **“Event Date”** - the date the preferences were indicated.

Table 2: InteractiveTitles (InteractiveTitles) - This table provides details of choices selected while viewing an interactive TV show or movie.

- **“Profile Name”** - the name of the profile from which the interactive TV show or movie was viewed.
- **“Title Desc”** - the name of the interactive TV show or movie viewed.
- **“Selection Type”** - the choices made during the playback.
 - **“default”** refers to the default playback selection, and is selected when an active choice is not made and the **“ok”** button is not clicked during the allotted time.
 - **“userinput”** refers to the choice made during playback by the profile user indicated in **“Choice Segment Id”**.
- **“Choice Segment Id”** - the choice indicated in the **“Selection Type.”**
- **“Has Watched”** - reflects whether this path (choice) has been taken before (TRUE) or has not been taken before (FALSE).
- **“Source”** - the device platform on which the TV show or movie was streamed.
- **“Utc Timestamp”** - the UTC date and time the choice in **“Selection Type”** was selected.

Table 3: MyList (My List) - My List is created by selecting the **“+”** symbol in a TV show or movie information page while you are browsing through our catalogue.

- **“Profile Name”** - the name of the profile in which the TV show or movie was added to the profile’s My List.
- **“Title Name”** - the name of the TV show or movie added the profile’s My List.
- **“Country”** - the country where the TV show or movie was added to the profile’s My List.
- **“Utc Title Add Date”** - the UTC date the TV show or movie was added to the profile’s My List.

Table 4: PlaybackRelatedEvents (Playback related events) - This table provides details of actions taken during a viewing session.

- **“Profile Name”** - the name of the profile in which the TV show or movie was viewed.
- **“Title Description”** - the TV show or movie viewed.
- **“Device”** - the device type from which the TV show or movie was streamed.
- **“Playback Start Utc Ts”** - the UTC date and time the viewing started.
- **“Country”** - the country (based on IP address) from which the TV show or movie was viewed.
- **“Playtraces”** - indicates the events that took place during the playback.
 - **“eventType”** - indicates the type of action taken.

- start -start of a viewing session.
- paused - pause the viewing session.
- reposition - forward or backward movement such as using the slider or the +10 or -10 seconds control.
- playing- play event, such as for the first time or resuming play after a pause.
- stopped - stopped, the end of a viewing session.
- **“sessionOffsetMs”** - indicates when the event occurred relative to the beginning of the viewing session that day.
- **“mediaOffsetMs”** - indicates when the event occurred relative to the beginning of the TV show or movie.

Table 5: Ratings (Ratings) - This table contains details of TV show or movie ratings. The rating might have been in the form of stars or thumbs up/down depending on when it was made.

- **“Profile Name”** - the name of the profile from which the rating originated.
- **“Title Name”** - the name of the TV show or movie for which the rating was given.
- **“Rating Type”** - the type of rating given to a TV show or movie.
- **“Star Value”** - the most recent star rating the profile user has given to a particular TV show or movie. In this column, the following values have the following meaning:
 - “0” means the profile user has deleted the rating
 - “-1” means the profile user is not interested in the TV show or movie
 - “-2” means the profile user has indicated in Indicated Preferences (explained in the Indicated Preferences section below) that the TV show or movie has not been seen.
- **“Thumbs Value”** - the numeric representation of the rating given to a TV show or movie.
 For a thumb Rating Type, the values have the following meaning:
 - “0” means “not rated”
 - “1” means “thumbs down”
 - “2” means “thumbs up”
- **“Device Model”** - the device model used when rating was given.
- **“Event Utc Ts”** - the UTC date and time when the rating was given.
- **“Region View Date”** - the regionalized date when the rating was given.

Table 6: SearchHistory (SearchHistory) -

- **“Profile Name”** - the name of the profile from which the search request originated.

- **“Country Iso Code”** - the country (based on IP address) from which the search request originated.
- **“Device”** - the device type from which the account was accessed.
- **“Is Kids”** - indication whether the search occurred on a Kids profile. In this column, the following values have the following meaning:
 - “0” means the search did not occur on a Kids profile.
 - “1” means the search occurred on a Kids profile.
- **“Query Typed”** - the query entered in the search field.
- **“Displayed Name”** - the TV show or movie resulting from the query typed.
- **“Action”** - shows actions in response to searches, such as whether a synopsis was viewed or a “play” button for a show was clicked, or that a searched TV show or movie was added to “My List” (My List).
- **“Section”** - this column shows where on the search results page the Action occurred. For example, that the play button in the show synopsis window was clicked, or that information about one of the Netflix suggested results was viewed, etc.
- **“Utc Timestamp”** - the UTC date and time on which the search request was made.

Table 7: ViewingActivity (Viewing Activity) -

- **“Profile Name”** - the name of the profile in which viewing occurred.
- **“Start Time”** - the UTC date and time viewing started.
- **“Duration”** - the length of the viewing session (note: this is the total amount of time the title was viewed regardless of device and is not necessarily consecutive viewing).
- **“Attributes”** - this column shows additional details of interactions with streamed content, where available:
 - **“Autoplayed: user action: None”** - means that the viewer did not interact with that TV show or movie.
 - **“Autoplayed: user action: Unspecified”** - means that the viewer either interacted with the TV show or movie (such as clicking on the box art and viewing the TV show or movie page while the auto-played content plays), or that the auto-played content was watched longer than 2 minutes.
 - **“Autoplayed: user action: User_Interaction”** - means that the viewer interacted with the TV show or movie in a browser, by clicking on the video player controls or using keyboard shortcuts.
 - **“View was hidden”** - indicates that the TV show or movie was marked “hide from viewing history” in Account settings.
 - **“Has branched playback”** - indicates that the member can make choices during playback, to control what happens next.

- **“Title”** - the TV show or movie viewed.
- **“Supplemental Video Type”** - videos other than a TV show or movie, such as trailers or montages.
 - The reference **“N/A”** means not applicable.
- **“Device Type”** - the device type from which the TV show or movie was streamed.
- **“Bookmark”** - the most recent viewing position (relative to the total length of the TV show or movie) from the particular playback session of the TV show or movie.
- **“Latest Bookmark”** - indicates whether the Bookmark is the most recent viewing position (relative to the total length of the TV show or movie) from the most recent playback session of a TV show or movie.
 - **“Not latest view”** - indicates that a particular playback session is not the most recent playback for the TV show or movie and therefore the Bookmark is not the most recent.
- **“Country”** - the country from which the TV show or movie was viewed. As of 1 April 2018, for members in the European Union traveling for up to 60 days from one member state to another member state, this is the country where the account was created rather than the member state where the TV show or movie was viewed.

File 4: Customer_Service (Customer_Service)

Table 1: ChatTranscripts (Chat Transcripts) - This table provides the details of contact with Customer Service by chat and chat transcripts (where applicable). At the end of a chat, customers are given the option to request a copy of the transcript.

- **“Contact Start Utc Ts”** - the UTC date and time of the beginning of the chat with our Customer Service agent.
- **“User Type”** - indicates who created the chat message.
 - **“AGENT”** indicates the Netflix customer service agent.
 - **“CUSTOMER”** - indicates the member or an authorized user on the account.
- **“Customer Message”** - the text of the messages exchanged between Agent and Customer.
- **“Language”** - indicates the language in which the chat took place.
- **“End State”** - indicates how the chat ended, as detected by the Netflix system. For example, “agent closed” means the Agent ended the chat.
- **“Survey Response Count”** - indicates the number of responses provided in the optional survey at the end of the chat (if any).

- **“Negative Survey Response Cnt”** - indicates whether Customer took the optional survey at the end of the chat and whether Customer indicated Customer was dissatisfied with the customer service experience.
- **“Cancel Reason”** - indicates whether Customer took the optional survey at the end of the chat or call and whether Customer indicated Customer was dissatisfied with the customer service experience, (if any).
- **“Cancel Reason Explained”** - the reason for subscription cancellation the Customer provided to the Agent, if not a predetermined “Cancel Reason” category (if any).

Table2: CSContact (CS Contact) - This table contains the following information:

- **“Contact Start Utc Ts”** - the UTC date and time of the beginning of the chat or call with our Customer Service agent.
- **“Contact End Utc Ts”** - the UTC date and time of the end of the chat or call with our Customer Service agent.
- **“Negative Survey Response Count”** - indicates whether the Customer took the optional survey at the end of the chat or call and whether Customer indicated Customer was dissatisfied with the customer service experience.
- **“Survey Response Count”** - indicates the number of responses provided in the optional survey at the end of the chat or call (if any).
- **“Language”** - indicates the language in which the chat or call took place.
- **“End State”** - indicates how the chat or call ended, as detected by the Netflix system. For example, “agent closed” means the Agent ended the chat.
- **“Cancel Reason”** - indicates whether Customer took the optional survey at the end of the chat or call and whether Customer indicated Customer was dissatisfied with the customer service experience, (if any).
- **“Cancel Reason Explained”** - the reason for subscription cancellation the Customer provided to the Agent, if not a predetermined “Cancel Reason” category (if any).

File 5: Devices (Devices)

Table: Devices - This table contains details of devices that have been linked to your Netflix member account. Please note that blanks in this table indicate that there was no playback on a profile from the device associated with the listed “esn” (defined below). In other words, a profile may have been accessed on that device, but no content was watched. Instances of

Netflix access to retrieve information while processing inquiries (if any) related to your account may also appear on the list of devices in this table.

- **“Profile Name”** - the name of the profile associated with devices that interacted with the Netflix streaming service.
- **“Esn”** - unique identifier of a device, which may be assigned by Netflix, the manufacturer of the device, the manufacturer of a specific component such as a processor, or the software/firmware on the device.
- **“Device Type”** - the device that was used to interact with the Netflix streaming service.
- **“Acct First Playback Date”** - the UTC date and time playback was first initiated on the account, either by clicking play or continuing to stream after auto-play on a specific device, regardless of whether or not the user interacted with playback after auto-play started.
- **“Acct Last Playback Date”** - the UTC date and time playback was last initiated on the account, either by clicking play or continuing to stream after auto-play on a specific device, regardless of whether or not the user interacted with playback after auto-play started.
- **“Acct First Playback Date For User Generated Plays”** - the UTC date and time playback was first initiated on the account, either by clicking play or performing a user action after auto-play on a specific device.
- **“Acct Last Playback Date For User Generated Plays”** - the UTC date and time playback was last initiated on the account, either by clicking play or performing a user action after auto-play on a specific device.
- **“Profile First Playback Date”** - the first date a device was used to stream on the profile within the last two (2) years.
- **“Profile Last Playback Date”** - the latest date a device was used to stream on the profile.
- **“Profile First Playback Date For User Generated Plays”** - the UTC date and time playback was first initiated on the profile, either by clicking play or continuing to stream after auto-play on a specific device.
- **“Profile Last Playback Date For User Generated Plays”** - the UTC date and time playback was last initiated on the profile, either by clicking play or continuing to stream after auto-play on a specific device.
- **“Deactivation Time”** - the UTC date(s) the devices were signed out of the account either by the member through the Account page or by Customer Service.
 - “The reference **“N/A”** means not applicable.

File 6: Ip_Addresses (IP Addresses)

Table: IpAddressesStreaming - This table contains information associated with the last time a particular device was used to stream from a particular IP address. The table only includes the device type, so it is possible to see the same device type and same IP address in multiple entries. In those cases, the streaming was from a different device of the same type (e.g., an iPhone 5 and an iPhone 6, or two different iPhones of the same generation).

Table: IpAddressesLogin - This table contains information associated with successful logins to the Netflix account.

Table: IpAddressesAccountCreation - This table contains information associated with the creation of the Netflix account.

- **“Esn”** - unique identifier of a device, which may be assigned by Netflix, the manufacturer of the device, the manufacturer of a specific component such as a processor, or the software/firmware on the device.
- **“Country”** - the country (based on IP address) from which streaming took place.
- **“Localized Device Description”** - the localized description of the device used for streaming; if no localized translation is available, the English description is used.
- **“Device Description”** - the English description of the device used.
- **“Ip”** - the Internet Protocol address used by the device.
- **“Region Code Display Name”** - the state/province/region associated with the given IP address.
- **“Near Location”** - the general location (city and state/province) based on the IP address used by the Netflix device or app (note: may not always be accurate). “Near location” does not determine your “Netflix Household.”
- **“Ts”** - the UTC date and time when the device started streaming using the given IP address.

File 7: Messages (Messages)

Table: MessagesSentByNetflix (MessagesSentByNetflix) - This table contains details of messages that you received from Netflix in accordance with your preferences, as well as the details of your interactions with links contained in messages you received from Netflix.

- **“Profile Name”** - the name of the profile associated with the message from Netflix.
- **“Sent Utc Ts”** - the UTC date and time the message was sent by Netflix.
- **“Message Name”** - the type of message sent.
- **“Channel”** - the method by which the message was sent (e.g., email, push notification, SMS, in-app).
- **“Country Iso Code”** - the country associated with the Netflix subscription at the time the message was sent.
- **“Account Locale”** - the country where the account was created.
- **“Email Locale”** - the language in which the message was sent.
- **“Title Name”** - the name of the TV show or movie (if any) referenced in the message.
- **“Email Domain Name”** - the email domain of the member’s email address.
- **“Link Url”** - the URL the message receiver clicked on within the message. This may be blank if no URL was clicked.
- **“Click Utc Ts”** - the UTC date and time the message or content was clicked on.
- **“Device Model”** - The device to which the message was sent.
- **“Click Cnt”** - The number of instances a message or content was clicked.

File 8: Payment_And_Billing (Payment And Billing)

Table 1: BillingHistory (Billing History) - This table contains payment details you have provided to Netflix. In addition, this table contains information about the charges we have made or attempted to make to your method of payment for your subscription.

- **“Transaction Date”** - The UTC date the method of payment on file was charged.
- **“Service Period Start Date”** - The UTC date of the start of the subscription service billing period (for example, 1 March).
- **“Service Period End Date”** - The UTC date of the end of the subscription service billing period (for example, 31 March).
- **“Description”** - The type of charge incurred.
 - For example, “subscription”, means that you were charged the amount for the subscription service; “upgrade” means that you were charged the amount because you upgraded your subscription to a different plan.
- **“Payment Type”** - The method of payment associated with your account.

- **“Mop Last 4”** - The last four digits of your method of payment, if you pay (or have paid) with a debit or credit card.
- **“Mop Creation Date”** - The UTC date your method of payment was applied to your account.
- **“Mop Pmt Processor Desc”** - indicates the Payment processor used for the payment transaction.
 - For example, “PAYMENTECH” is a specific payment processor.
- **“Item Price Amt”** - The total cost of your subscription plan without tax included which represents your sale amount.
- **“Currency”** - The currency in which your method of payment is charged.
- **“Tax Amt”** - The tax amount applied to your subscription service sale amount.
- **“Gross Sale Amt”** - The total amount charged for the subscription including tax amount and sale amount.
- **“Pmt Txn Type”** - indicates the specific stage that a payment transaction has entered.
 - For example, “SALE” indicates when the subscription renewal began. “CAPTURED” indicates that payment was captured by our payment processor.
- **“Pmt Status”** - The status of the payment transaction.
 - For example, “declined” means that the transaction was declined , “approved” means that the payment transaction was approved and the method of payment was charged, and “pending” means the transaction is pending decline or approval.
- **“Final Invoice Result”** - The result of the charges we have made or attempted to make on your account for your subscription.
 - For example, “COMPLETED” means that the charge was successful; “SETTLED” is a financial term meaning that the fee in the captured transaction has reached Netflix, and “AUTHORIZATIONS” are requests sent by Netflix to the financial institution to verify that the payment method provided to Netflix works. These requests are not charges, but in some cases they may affect the available account balance. In the case of gift cards, “APPLIED” refers to the value of the gift card applied to your account, and “DEDUCTED” refers to the charge deducted from the balance of the gift card.
- **“Country”** - The country in which the account subscription is initiated by providing a method of payment.
- **“Next Billing Date”** - The UTC date of the next date on which the member will be billed.

Table 2: Gift Subscriptions (Gift Subscriptions) - This table contains details of Netflix gift subscriptions you have purchased or redeemed.

- **“expirationDate”** - the gift subscription code expiration date, if applicable.
- **“offerDescription”** - the description of the purchased gift subscription.
- **“redemptionDate”** - the UTC date and time of the gift subscription redemption.
- **“redeemerName”** - the name of the person for whom the gift subscription was purchased.
- **“giftCode”** - indicates the code generated to redeem the gift.
- **“purchaseDate”** - the UTC date and time of the gift subscription purchase.
- **“purchaseCountryCode”** - the country (based on IP address) where the gift subscription was purchased.
- **“purchasePrice”** - the purchase price of the gift subscription.
- **“purchaseDiscounted”** - the amount by which the purchase price was discounted, if applicable.
- **“purchasedBy”** - indicates the purchaser of the gift subscription.
- **“customizationMessage”** - the custom message the purchaser of the gift subscription drafted to accompany the gift subscription sent to the recipient, if applicable.

File 9: Profiles (Profiles)

.Png files - You will see .png files (images) showing the current avatars in use for profiles.

Table 1: AvatarHistory (AvatarHistory) - This table contains details of avatar icons chosen for a particular profile.

- **“Profile Name”** - the name of the profile chosen by the profile user.
- **“Icons”** - code associated with previous icons (avatars) used, if any.

Table 2: Profiles (Profiles) - This table contains details of profiles that have been created within your Netflix member account.

- **“Profile Name”** - the name of the profile chosen by the profile user.
- **“Email Address”** - the email address added to an Adult profile on the account.
- **“Game Handle”** - the public facing game name chosen by the profile user.

- **“Profile Creation Time”** - the UTC date and time that the profile was activated.
- **“Maturity Level”** - the maximum maturity level designating which TV shows or movies are shown to the profile user.
- **“Primary Lang”** - the profile user’s language preference.
- **“Has Auto Playback”** - indicates whether the next episode in a series will automatically start playing once the previous episode has ended.
- **Max Stream Quality** - indicates whether the profile user has specified the maximum streaming quality they wish to receive. For example, a profile user may specify a lower streaming quality to reduce bandwidth usage.
- **“Profile Lock Enabled”** - indicates whether the Profile Lock setting has been enabled for the profile.
- **“Profile Transferred ”** - indicates whether the profile was transferred from another account through the extra member feature or the profile transfer feature (note: the extra member feature may not be available in all countries at this time).
- **“Profile Transfer Time ”** the UTC date and time of the beginning of the transfer process (note: the extra member feature may not be available in all countries at this time).
- **“Profile Transferred From Account”** - the masked email address the profile was transferred from.
- **“Profile Transferred To Account”** - the masked email address the profile was transferred to.
- **“Privacy and Data Settings”** - indicates whether the profile has exercised opt-outs in the “Privacy and Data Settings” menu. “True” means that the profile has opted-out. See <https://help.netflix.com/node/100637> for more information.
 - **“is_opted_out_profile_level”** - refers to whether the profile has chosen to “opt out of all” on the “Privacy and Data Settings menu”.
 - **“is_opted_out_behavioral_advertising”** - refers to the “Allow behavioral ads” opt out (applicable if you are on or were previously on an ad supported subscription plan).
 - **“is_opted_out_demographic_advertising”** - refers to the “Allow ads based on demographic data” opt out (applicable in certain countries and if you are on or were previously on an ad supported subscription plan).
 - **“is_opted_out_matched_identifier_communication”** - refers to the “Allow matched identifier communication” opt out.

The following fields are only applicable if you are on (or were previously on) an ad supported subscription plan (note: ad supported subscription plans may not be available in all countries at this time).

- **“Date of Birth”** - the date of birth provided for the profile
- **“Gender”** - the gender provided for the profile

Table 3: ParentalControlsRestrictedTitles (Parental Controls Restricted Titles) - This table contains details of profiles that have had titles restricted for viewing.

- **“Profile Name”** - the name of the profile for which a title was restricted for viewing.
- **“Show Desc”** - the name of the title that was restricted for viewing.

File 10: Surveys (“Surveys”)

The **Surveys** table contains information associated with Netflix post-subscription cancellation surveys you have taken or otherwise interacted with.

Table: The **ProductCancellationSurvey** table contains the following information:

- **“Question Name”** - indicates the subject matter of the survey.
- **“Question Current Txt”** - indicates the question posed during the survey.
- **“Answer Name”** - indicates the answer category provided.
- **“Answer Current Text”** - indicates the provided response to the question asked.
- **“Answer Response Text”** - the text (if any) provided in an open text field.
- **“Locale Code”** - the language preference setting in which the survey was provided.
- **“Event Utc Date”** - The UTC date when the survey was taken.

File 11: Games (“Games”)

The **Games** table contains information associated with Netflix games you have played in connection with your Netflix account.

Table: The **Games** table contains the following information:

- **“Profile Name”** - the name of the profile associated with the game played.
- **“Start Time”** - the UTC date and time that gameplay started.

- **“Duration”** - the length of the game session
- **“Game Title”** - the game that was played.
- **“Game Version”** - the version of the game that was played.
- **“Platform”** - the platform on which the game was played (for example, Android).
- **“Device Type”** - the device type on which the game was played.
- **“Country”** - the country from which the game was played.
- **“Esn”** - the unique identifier of a device, which may be assigned by Netflix, the manufacturer of the device, the manufacturer of a specific component such as a processor, or the software/firmware on the device.
- **“Ip”** - the Internet Protocol address used by the device when playing the game.