

California Consumer Privacy Act (CCPA)

Notice for California Consumers

Last Updated: June 2022

Overview

The California Consumer Privacy Act of 2018 (“CCPA”) became effective on January 1, 2020 and created a variety of privacy rights for California consumers. We share the same information about our practices with everyone but use this notice to make disclosures required by the CCPA.

This notice includes the following parts:

- **Transparency:** We are transparent about how your personal information is collected, used, shared and sold.
- **Control:** We put you in control of your personal information, including accessing and deleting your personal information.
- **Benefits to You:** We use your personal information to benefit you and to make your experiences better.

To learn more about Microsoft’s privacy principles, visit [privacy.microsoft.com](#).

Transparency

What Personal Information We Collect

You have the right to know what kinds of personal information Microsoft is collecting and our business purposes for that collection.

We make this information available to consumers in the [Personal data we collect](#) section on our Privacy Statement.

How We Use Your Personal Information

You have the right to know how personal information is obtained, how it is used, and our business purposes for that use.

We make this information available to consumers in the [Personal data we collect](#) section on our Privacy Statement.

How We Share Your Personal Information

You have the right to know if your personal information is shared with any third parties. We may share personal information to have Service Providers, as defined by the CCPA, perform services specified by written contract. In addition, we may share personal information with third parties for other notified purposes, as permitted by the CCPA.

We make this information available to consumers in the [Reasons we share personal data](#) section on our Privacy Statement.

We Do Not Sell Your Personal Information

You have the right to know whether your personal information is being sold. Your personal information is sold when it is shared with a third party for monetary or other valuable consideration for a purpose that is not a “business purpose” as set forth in the CCPA.

Microsoft does not sell your personal information.

Control

Right to Know, Right to Receive, Right to Delete

You have the right to:

- **Know** what specific pieces of personal information Microsoft has collected and retained about you over the previous 12 months.
- **Receive** a copy of your personal information.
- **Delete** your personal information.

Microsoft makes it easy for you to exercise your rights. Using our [Privacy dashboard](#), you can log into your Microsoft account and view, download or delete the specific pieces of personal information we have collected.

If you do not have a Microsoft account, or have a more detailed inquiry about your CCPA rights, you can submit a request to the [Privacy Response Center](#) or call our US toll free number, 844-931-2038. Before helping you with your inquiry, we may ask to verify your identity or the identity of your authorized agent.

Right to “Opt-out” of “Sale”

Microsoft does not sell your personal information, so we do not offer an opt out.

Benefits to You

Financial Incentives

The CCPA allows businesses to offer consumers financial incentives for sharing personal information. For example, a business can offer a rewards program or provide a premium service to consumers as compensation for their personal information. Where Microsoft offers these programs, your participation is optional. If you choose to participate, your participation will be subject to any applicable terms, and you may withdraw at any time.

Non-Discrimination

The CCPA prohibits businesses from discriminating against you for exercising your rights under the law. Such discrimination may include denying a good or service, providing a different level or quality of service, or charging different prices. The CCPA permits businesses to provide differing levels or quality or different prices where the business can demonstrate that the difference is reasonably related to the value to the business of the consumer’s personal information.

Disclosure of privacy rights requests

The CCPA requires businesses to disclose the number of requests received, complied with in whole or in part, or denied. We give our customers control over their data through the [Microsoft privacy dashboard](#), which receives millions of requests from customers globally to view and delete data. Requests to view and delete personal data on the [privacy dashboard](#) are fulfilled immediately. Requests to view, export, and delete personal data are fulfilled through the various tools Microsoft provides within 30 days.

Requests to view and delete personal data

Year	Requests to know from CA consumers through the Microsoft privacy dashboard and Privacy Response Center	Requests to delete from CA consumers through the Microsoft privacy dashboard and Privacy Response Center
2020	2,951,350	2,846,684
2021	1,969,607	1,727,758

We determine whether someone is a California consumer by (1) IP address for the privacy dashboard or (2) whether they mention CCPA in their request through the Privacy Response Center.

We do not sell and therefore do not offer an opt-out to the sale of personal information.

Certain data may not be provided or may be retained according to the [Microsoft Privacy Statement](#), for example, to comply with applicable laws.

What's new	Microsoft Store	Education	Business	Developer & IT	Company
Surface Laptop Go 2	Account profile	Microsoft in education	Microsoft Cloud	Azure	Careers
Surface Pro 8	Download Center	Devices for education	Microsoft Security	Developer Center	About Microsoft
Surface Laptop Studio	Microsoft Store support	Microsoft Teams for Education	Dynamics 365	Documentation	Company news
Surface Pro X	Returns	Microsoft 365 Education	Microsoft 365	Microsoft Learn	Privacy at Microsoft
Surface Go 3	Order tracking	Education consultation appointment	Microsoft Power Platform	Microsoft Tech Community	Investors
Surface Duo 2	Virtual workshops and training	Educator training and development	Microsoft Teams	Azure Marketplace	Diversity and inclusion
Surface Pro 7+	Microsoft Store Promise	Deals for students and parents	Microsoft Industry	AppSource	Accessibility
Windows 11 apps	Flexible Payments	Azure for students	Small Business	Visual Studio	Sustainability