

California Consumer Privacy Act (CCPA): Metric Disclosure

At Slack we are committed to helping our users exercise their rights under the CCPA. In accordance with the CCPA requirements, we have published the following metrics to provide transparency into the rights requests we receive and how we handled those requests.

The following disclosure covers rights requests made by California consumers pursuant to the CCPA that were received in 2020.

Requests to know:

- Received: 23
- Complied with in whole: 23

Opt out of sale: As is noted in our privacy policy, Slack does not sell personal information, and therefore does not process opt-out requests.

Requests to delete:

- Received: 298
- Complied with in whole: 221
- Denied: 77
 - We may deny requests, for instance, when they are submitted by someone who is not authorized to make such a request about data we process on behalf of our customers. In these circumstances, we notify the requester that we need to correspond directly with the account holder, workspace Primary Owner or someone otherwise authorized to act on behalf of the account holder.

Average days to resolve (out of 45): 29

For more information on Slack's commitment to privacy and information about the data Slack collects and controls, please visit our [Trust Center](https://slack.com/trust) (<https://slack.com/trust>).