

## CCPA TRANSPARENCY REPORT

As described in [Google's Privacy Policy](#) and [Privacy Help Center](#), we maintain a variety of tools for users to update, manage, access, export, and delete their information, and to control their privacy across Google's services. These tools are the primary means by which our users exercise their rights under applicable privacy laws, including the CCPA. In 2020, over 3 million users in the U.S. used Google's [Download your data](#) feature, and over 15 million users in the U.S. [deleted some of their data](#) using Google's [My Activity](#) feature. These tools enable users to choose the specific types of data across Google's services that they want to review, download, or delete. Requests are generally processed within a few days, and oftentimes within hours of being submitted.

In addition, users may also exercise their rights under the CCPA by [contacting Google](#). In 2020, Google received the following requests through these contact methods from users identifying themselves as California residents:

Type of request	Number of requests	Requests completed in whole or in part*	Average time to substantively respond
Requests to know	516	516	21 days
Requests to delete	276	276	17 days

As noted in our Privacy Policy, Google does not sell our users' personal information. Accordingly, when users submit requests to opt out of the sale of personal information under CCPA, we respond to such requests by explaining this and providing them with information on the limited circumstances in which their personal information may be shared outside Google, and the controls they have with respect to such sharing.

\* In 2020, we received 5 requests to know and 3 requests to delete that could not be verified.