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& Orders

0

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[All Help Topics](#)

Security and Privacy

How Amazon Uses Your Personal Information

How Amazon Collects Your Personal Information

How Amazon Protects Your Personal Information

Manage Your Personal Information

Request Your Personal Information

Amazon and Your Personal Information

Interest-Based Ads

EU-US Privacy Shield

About Cookies

Third Party Cookies

California Supply Chain Transparency Act Statement

Law Enforcement Information Requests

Communications from Amazon.com

Legal Policies

Your Security

Report Unsolicited Package or Brushing Scams

Quick solutions



Your Orders
Track or cancel orders



Returns & Refunds
Exchange or return items



Manage Prime
Cancel or view benefits



Payment Settings
Add or edit payment methods



Carrier Info
Shipping carrier information



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California Consumer Privacy Act Disclosures

Last Updated: July 1, 2021

This California Consumer Privacy Act disclosure page ("Disclosure") supplements the [Amazon Privacy Notice](#) and is effective as of July 1, 2021. The [Amazon Privacy Notice](#) describes the personal information that we collect, the sources from which we collect it, the purposes for which we use it, the limited circumstances under which we share personal information, and with whom we share it. These additional disclosures are required by the California Consumer Privacy Act:

- Categories of personal information collected.** The personal information that Amazon collects, or has collected from consumers in the twelve months prior to the effective date of this Disclosure, fall into the following categories established by the California Consumer Privacy Act, depending on which Amazon Service is used:
 - identifiers such as your name, alias, address, phone numbers, or IP address;
 - personal information, such as a credit card number;
 - age, gender, or other protected classifications, for example if you create a child profile or baby registry;
 - commercial information, such as purchase and content streaming activity;
 - Internet or other electronic network activity information, including content interaction information, such as content downloads, streams, and playback details;
 - biometric information, such as your voice profile, if you enable that feature on Alexa;
 - geolocation data, such as the location of your device or computer;
 - audio or visual information, such as voice recordings when you speak to Alexa, or images and videos collected or stored in connection with Amazon Services;
 - education information, such as information you provide through educational skills you link to your account through Alexa;
 - professional information, for example data you may provide about your business if you are a Seller; and
 - inference data, such as information about your purchase preferences.
- Categories of personal information disclosed for a business purpose.** The personal information that Amazon disclosed to the third parties identified in the "Does Amazon Share Your Personal Information?" section of the [Amazon Privacy Notice](#) about consumers for a business purpose in the twelve months prior to the effective date of this Disclosure fall into the following categories established by the California Consumer Privacy Act, depending on which Amazon Service is used:
 - identifiers such as your name, address, phone numbers, or IP address, for example if we use a third party carrier to deliver your order;
 - personal information, such as a credit card number, for example if we use a third party payment processor;
 - your age, gender, or other protected classifications, for example if you choose to participate in a survey distributed by a survey provider;
 - commercial information, such as the details of a product or service you purchased if a third party service provider is assisting to provide that product or service to you;
 - internet or other electronic network activity information, such as if we use a service provider to help us gather crash reports for analyzing the health of our devices and services;

- geolocation data, such as providing a delivery partner the location of your vehicle in order to deliver a package if you use Amazon Key;
- audio or visual information, for example if a service provider reviews recordings of customer service phone calls for quality assurance purposes, or if we use a service provider to fulfill your order to print images from your Amazon Photos account;
- education information, for example coursework you may direct us to share with the operator of an educational Alexa skill; and
- professional information, for example if we provide your account details to a service provider for verification as part of enrollment for an Amazon Business account.

3. Right to Request Access to or Deletion of Personal Information: You may have the right under the California Consumer Privacy Act to request information about the collection of your personal information by Amazon, or access to or deletion of your personal information. If you wish to do any of these things, please visit [here](#) or contact [Customer Service](#). Depending on your data choices, certain services may be limited or unavailable. If you do not have an account, or if you are an authorized agent under CCPA, visit [here](#).

4. No sale of personal information. In the twelve months prior to the effective date of this Disclosure, Amazon has not sold any personal information of consumers, as those terms are defined under the California Consumer Privacy Act.

5. No Discrimination. Amazon will not discriminate against any consumer for exercising their rights under the California Consumer Privacy Act.

6. Annual Reporting for 2020.

Access Requests. In 2020, Amazon received 100,960 requests from Amazon.com customers to initiate the data access process. For 17,429 of these customers, their request was not fulfilled because the customer did not complete the verification process or canceled the request. The remaining 83,531 requests were processed with a median return time of 1.5 days.

Deletion Requests. In 2020, Amazon received 589,061 requests from Amazon.com customers to initiate the account closure and data deletion process. For 20,256 of these customers, their request was not fulfilled because the customer did not complete the verification process or canceled the request. The remaining 568,805 requests were processed with a median processing time of 26.5 days.

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[Back to top](#)

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