

## California Privacy Rights Report

### Products covered in this report

The metrics compiled are based on requests about Meta, Instagram, Messenger Kids, Meta Quest and other Meta Products. Note that metrics for WhatsApp are included in a separate section within the report.

### Metrics compiled

The metrics compiled are based on CCPA requests from individuals who have submitted a request through Meta's privacy support channels, including Meta's CCPA-designated user support channels.

### Time frame

January 1, 2021 - December 31, 2021

### Median number of days within which we substantively responded

Requests to Know

1

Requests to Delete

1

### Requests to Know

#### Number of Requests Received

18,943

Meta complied with 98.52% of all Requests to Know received.

Number of Substantive Responses	Result	Percent
18,663	Complied in whole or in part	98.52%
280	Denied	1.48%
Total: 18,943		

Reasons that Requests to Know were denied are provided below.

Result	Reasoning
Denied	<ul style="list-style-type: none"><li>The request was not verifiable</li><li>Consumers requesting access to data that has been permanently deleted from our servers</li><li>Providing the data to the consumer would infringe on the rights and freedoms of others</li><li>Consumers requesting access to a data point that Meta does not maintain</li><li>Providing data would create a security risk</li></ul>

### Requests to Delete

#### Number of Requests Received

8,167

Meta complied with 99.29% of all Requests to Delete received.

Number of Substantive Responses	Result	Percent
8,109	Complied in whole or in part	99.29%
58	Denied	.71%
Total: 8,167		

Reasons that Requests to Delete were denied are provided below.

Result	Reasoning
Denied	<ul style="list-style-type: none"><li>The request was not verifiable</li><li>Consumers requesting to delete an account or data that has already been deleted</li><li>Consumers requesting to delete data that Meta does not delete for security purposes</li><li>Consumers requesting to delete the information of someone else</li><li>Consumers requesting to delete data that Meta does not maintain</li></ul>

### Requests to Opt out of Sale

Since Meta does not sell personal information, the requirement to provide an opt-out of the “sale” of data under the CCPA is not applicable.

## WhatsApp

### Products covered in this section

The metrics compiled are based on requests about the WhatsApp product.

### Metrics compiled

The metrics compiled are based on requests from individuals who have submitted a request through WhatsApp's privacy support channels, including WhatsApp's CCPA-designated user support channels.

### Time frame

January 1, 2021 - December 31, 2021

### Median number of days within which we substantively responded

Requests to Know

9

Requests to Delete

4

### Requests to Know

#### Number of Requests Received

483

WhatsApp complied with 99.17% of all Requests to Know received.

Number of Substantive Responses	Result	Percent
479	Complied in whole or in part	99.17%
4	Denied	.83%
Total: 483		

Reasons that Requests to Know were denied are provided below.

Result	Reasoning
Denied	<ul style="list-style-type: none"><li>The request was not verifiable</li><li>Consumers requesting access to data that has been permanently deleted from our servers</li><li>Consumers requesting access to a data point that WhatsApp does not maintain</li><li>The information requested does not qualify as personal information under the CCPA</li></ul>

### Requests to Delete

#### Number of Requests Received

281

WhatsApp complied with 92.88% of all Requests to Delete received.

Number of Substantive Responses	Result	Percent
261	Complied in whole or in part	92.88%
20	Denied	7.12%
Total: 281		

Reasons that Requests to Delete were denied are provided below.

Result	Reasoning
Denied	<ul style="list-style-type: none"><li>The request was not verifiable</li><li>Consumers requesting to delete an account or data that has already been deleted</li><li>Consumers requesting to delete data that WhatsApp does not delete for security purposes</li><li>Consumers requesting to delete data that WhatsApp does not delete for security purposes</li><li>Consumers requesting to delete the information of someone else</li></ul>