

<https://www.verizon.com/about>

We recommend that you view our Privacy Policy online or on your mobile device for a better design and navigation experience and the ability to seamlessly access links and other documents. This version is provided so that you can print a version of our full Privacy Policy in a single document.

California Consumer Privacy Act - 2020 Reporting

Introduction

The sections below report the number of requests to know and requests to delete that we received from consumers (California residents) and other individuals between January 1, 2020 and December 31, 2020. They also report on whether or not we complied with the requests, and our average response times.

Verizon Privacy Dashboard and 800-number

This table reports on the requests we received from consumers and other individuals via Verizon's [Privacy Dashboard](https://www.verizon.com/privacy/your-data) (<https://www.verizon.com/privacy/your-data>) and dedicated 800-number, which are available to current and former wireless and wireline customers, Verizon Cloud customers, and non-customers.

	Request to Delete	Request to Know
Total Requests	2710	3578
Complied With	2708	3108
Not Complied With	2	470
Average Response Time (Days)	10	45

Gizmo, Smart Locator, and CareSmart

This table reports on the requests we received from consumers and other individuals via the GizmoHub, Smart Locator, and CareSmart mobile applications. Because all personal information collected from users is required to provide the services, users do not have the option to delete personal information but may choose to delete their account. The number of requests to delete shown in this table is the total number we received via the mobile applications and all other channels.

	Request to Delete Account	Request to Know
Total Requests	7774	522
Complied With	7764	522
Not Complied With	10	0
Average Response Time (Days)	<1	<1

Hum

This table reports on the number of requests we received from consumers and other individuals via the Hum mobile application. Hum customers who are also Verizon Wireless customers may make privacy requests through the Verizon Privacy Dashboard and we report on these requests above. Because all personal information collected from users is required to provide service, users do not have the option to delete personal information.

	Request to Delete	Request to Know
Total Requests	NA	313
Complied With	NA	271
Not Complied With	NA	42
Average Response Time (days)	NA	1

Message+

This table reports on the number of requests we received from consumers and other individuals via the Message+ mobile application. Because all personal information collected from users is required to provide service, users do not have the option to delete personal information.

	Request to Delete	Request to Know
Total Requests	NA	189,792
Complied With	NA	189,047
Not Complied With	NA	745
Average Response Time (days)	NA	<1

MCI

This table reports on the number of requests we received from consumers and other individuals who are subscribers or end users of MCI via the MCI online portal. Because all personal information collected from users is required to provide service, users do not have the option to delete personal information but may choose to delete their account.

	Request to Delete Account	Request to Know
Total Requests	4	1
Complied With	4	1
Not Complied With	0	0
Average Response Time (days)	5	17

Requests to Opt Out of Sale of Personal Information

Verizon does not sell information that personally identifies our customers or other consumers such as name, telephone number or email address. We allow third-party advertising companies to collect information about activity from website visitors and in our apps, for example through cookies and similar technologies, mobile ad identifiers, pixels, web beacons and social network plugins. These ad entities use information they collect to help us provide more relevant Verizon advertisements and for other advertising purposes. Consumers may visit the Digital Advertising Alliance's [Consumer Choices page \(https://youradchoices.com/control\)](https://youradchoices.com/control) to learn more and to limit the use of such information. App users can opt out by using their device settings to "Limit Ad Tracking" (for iOS devices) or "Opt out of Ads Personalization" (on Android devices). These choices are described on Verizon's ["Do Not Sell My Personal Information" page \(https://www98.verizon.com/about/privacy/do-not-sell-my-info\)](https://www98.verizon.com/about/privacy/do-not-sell-my-info). Between July 1, 2020 and December 31, 2020, there were approximately 300,000 unique visitors to that page. Because these opt out tools are managed directly by consumers on their devices, we do not have metrics for the number of consumers who opted out.

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Do Not Sell My Personal Information (<https://www.verizon.com/about/privacy/do-not-sell-my-info>)

Terms & Conditions (<https://www.verizon.com/about/terms-conditions/overview>)

Accessibility (<https://www.verizon.com/about/accessibility/overview>)

Open Internet (<https://www.verizon.com/about/our-company/open-internet>)

Important Consumer Information (<https://www.verizon.com/about/consumer-safety/important-consumer-information>)

About Our Ads (<https://www.verizon.com/about/privacy/about-our-ads>)

Site Map (<https://www.verizon.com/about/site-map>)

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