

California Privacy Rights Report

Products covered in this report

The metrics compiled are based on requests about Facebook, Instagram, Messenger Kids, Oculus and other Facebook Company 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 Facebook's privacy support channels, including Facebook's CCPA-designated user support channels.

Time frame

December 27, 2019 - January 1, 2021*

* Facebook launched its CCPA request channels prior to January 1, 2020. This report includes requests received from December 27, 2019, up to January 1, 2021.

Median number of days within which we substantively responded

Requests to Know

1 day

Requests to Delete

1 day

Requests to Know

Number of Requests Received

43,677

Facebook complied with 99.78% of all Requests to Know received.

Number of Substantive Responses	Result	Percent
43,579	Complied in whole or in part	99.78%
98	Denied	.22%
Total: 43,677		

Reasons that Requests to Know were denied are provided below.

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

Result	Reasoning
	<ul style="list-style-type: none"> ▪ Providing data would create a security risk

Requests to Delete

Number of Requests Received

82,050

Facebook complied with 99.88% of all Requests to Delete received.

Number of Substantive Responses	Result	Percent
81,948	Complied in whole or in part	99.88%
102	Denied	.12%
Total: 82,050		

Reasons that Requests to Delete were denied are provided below.

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

Requests to Opt out of Sale

Since Facebook 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

December 27, 2019 - January 1, 2021*

* WhatsApp launched its CCPA request channels prior to January 1, 2020. This report includes requests received from December 27, 2019, up to January 1, 2021.

Median number of days within which we substantively responded

Requests to Know

15 days

Requests to Delete

25 days

Requests to Know

Number of Requests Received

993

WhatsApp complied with 99.30% of all Requests to Know received.

Number of Substantive Responses	Result	Percent
986	Complied in whole or in part	99.30%
7	Denied	.70%
Total: 993		

Reasons that Requests to Know were denied are provided below.

Result	Reasoning
Denied	<ul style="list-style-type: none">▪ The request was not verifiable▪ Consumers requesting access to data that has been permanently deleted from our servers▪ Consumers requesting access to a data point that WhatsApp does not maintain

Result	Reasoning
	<ul style="list-style-type: none"> ▪ The information requested does not qualify as personal information under the CCPA

Requests to Delete

Number of Requests Received

666

WhatsApp complied with 97.15% of all Requests to Delete received.

Number of Substantive Responses	Result	Percent
647	Complied in whole or in part	97.15%
19	Denied	2.85%
Total: 666		

Reasons that Requests to Delete were denied are provided below.

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

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