



We're experiencing a high contact volume right now and wait times are longer than usual.

[Help Center](#) >

About Airbnb

Your account

Safety

Terms and policies

## CCPA Reporting

The following includes the aggregate metrics between January 1 and December 31, 2020.

- Number of “request to know” received, complied with in whole or in part, or denied: 796
- Number of “requests to delete” received, complied with in whole or in part, or denied: 9,278
- Average number of days taken to substantially respond to request to know or delete: 19.88 days

We take the privacy of our community seriously and verification of these requests are important. Requests may be unable to be completed due to factors such as an inability to verify a user’s request, transactional, security, legal compliance, and error reasons.\* Note where we ask for verification (such as login) a significant period of time passes in many instances before the requester verifies the request.

**Did you get the help you needed?**

Yes

No

[Give us feedback](#)

---

## ABOUT

[How Airbnb works](#)

[Newsroom](#)

[Airbnb 2021](#)

[Investors](#)

[Airbnb Plus](#)

[Airbnb Luxe](#)

[HotelTonight](#)

[Airbnb for Work](#)

[Made possible by Hosts](#)

[Careers](#)

[Founders' Letter](#)

---

## COMMUNITY

[Diversity & Belonging](#)

[Against Discrimination](#)

[Accessibility](#)

[Airbnb Associates](#)

[Host Afghan refugees](#)

[Guest Referrals](#)

[Gift cards](#)

[Airbnb.org](#)

---

## HOST

[Host your home](#)

[Host an Online Experience](#)

[Host an Experience](#)

[Responsible hosting](#)

[Resource Center](#)

[Community Center](#)

---

## SUPPORT

[Our COVID-19 Response](#)

[Help Center](#)

[Cancellation options](#)

[Neighborhood Support](#)

[Trust & Safety](#)

---

 [English \(US\)](#)   \$ [USD](#)

© 2021 Airbnb, Inc.

[Privacy](#) · [Terms](#) · [Sitemap](#)