

California Privacy Rights Report

Products covered in this report

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	0.83%
Total: 483		

Reasons that Requests to Know were denied are provided below.

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

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">The request was not verifiableConsumers requesting to delete an account or data that has already been deletedConsumers requesting to delete data that WhatsApp does not maintainConsumers requesting to delete data that WhatsApp does not delete for security purposesConsumers requesting to delete the information of someone else

Requests to Opt Out of Sale

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

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