

Privacy Policy

Data transfer frameworks

Key terms

Partners

Updates

DATA ACCESS AND DELETION TRANSPARENCY REPORT

As described in [Google’s Privacy Policy](#) and [Privacy Help Center](#), we maintain a variety of tools for users to update, manage, access, export, and delete their information, and to control their privacy across Google’s services. In particular, every year millions of users in the U.S. utilize Google’s [Download your data](#) feature or [delete some of their data](#) using Google’s [My Activity](#) feature. These tools enable users to choose the specific types of data across Google’s services that they want to review, download, or delete, with requests processed automatically. In addition, users may exercise their rights under specific privacy laws like the California Consumer Privacy Act by [contacting Google](#).

The table below provides more information on the use of these tools and contact methods in 2021:

Type of request	Number of requests	Requests completed in whole or in part	Requests denied***	Average time to substantively respond
Download your data usage*	Approximately 3.9 million	Approximately 3.9 million	N/A (requests processed automatically)	Less than 1 day (requests processed automatically)
My Activity deletion usage*	Approximately 18.9 million	Approximately 18.9 million	N/A (requests processed automatically)	Less than 1 day (requests processed automatically)
Requests to know (via contacting Google)**	683	679	4	15 days
Requests to delete (via contacting Google)**	62	62	0	15 days

As explained in our Privacy Policy, Google does not sell our users’ personal information. Accordingly, when users submit requests to opt out of the sale of personal information, we respond to these requests by explaining our practices and commitments and providing them with information on the limited circumstances in which their personal information may be shared outside Google, and the controls they have with respect to such sharing.

* Data for U.S.-based users

** Data for users identifying themselves as California residents

*** Each of the requests denied in 2021 was denied because the request was not verifiable