



California Consumer Privacy Act - 2021 Reporting

Introduction

The sections below report the number of requests to know and requests to delete that we received from consumers and other individuals between January 1, 2021 and December 31, 2021. They also report 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 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	5,087	4,450
Complied With	5,087	3,840
Not Complied With	0	610
Average Response Time (Days)	4	50

Gizmo, Smart Locator, and CareSmart

This table reports 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	6,688	206
Complied With	6,688	206
Not Complied With	0	0
Average Response Time (Days)	<1	<1

Hum

This table reports 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 these requests above. Because all personal information collected from Hum 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	56
Complied With	NA	55
Not Complied With	NA	1
Average Response Time (days)	NA	7

Message+

This table reports 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	31,154
Complied With	NA	31,028
Not Complied With	NA	126
Average Response Time (days)	NA	<1

MCI

This table reports 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	0	0
Complied With	NA	NA
Not Complied With	NA	NA
Average Response Time (days)	NA	NA

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 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. Between January 1, 2021 and December 31, 2021, there were approximately 661,966 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.

General Privacy Policies

[Verizon Privacy Policy Summary](#)
[Full Verizon Privacy Policy](#)
[California Privacy](#)
[Verizon Privacy Dashboard](#)
[Fios Privacy Policy](#)
[International Privacy Centre](#)
[Visible](#)
[BlueJeans](#)
[Tracfone](#)

Apps and Service Policies

[Message+](#)
[Hum](#)
[Smart Family](#)
[Gizmo](#)
[Wild and Seek](#)
[Care Smart](#)
[Family Money](#)
[Advanced Messaging](#)

Notices

[Mobile Location Analytics](#)
[Mobile Device Installment Plan](#)
[Automated License Plate Recognition](#)

Services & Solutions

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[The Relay Blog](#)

Network Technologies

[4G LTE](#)
[5G](#)
[Fiber Optics](#)
[Multi-Access Edge Compute \(MEC\)](#)

Innovation

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