# Data and Privacy Category Guides

**AppleCare support history and repair requests**

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# AppleCare support history and repair requests

| Category Name | Where Apple gets this information | Purpose | Disclosures |
|---|---|---|---|
| **Identifiers** (e.g., name, Apple ID, email address, mobile, Pay account numbers) | Your Apple ID account information such as name, email address, phone number from Apple systems; hardware identifiers and IP address from your device | To provide you with the product or services requested<br><br>Fraud and security | If you choose one of Apple's Authorized Service Providers to complete your repair, we will provide information about you and your device to your preferred Authorized Service Provider with your consent |
| **Protected classes** (e.g., race, ethnicity, gender, elderly, marital status, sexual orientation) | N/A | N/A | N/A |
| **Commercial information** (e.g., order number, payment and billing information) | Payment methods are collected directly from you | To process your transactions<br><br>To provide you with the product or services requested<br><br>Fraud and security | None |
| **Biometric information** (e.g., faceprints, retina scans, identifiable gait patterns) | N/A | N/A | N/A |
| **Network activity information** (e.g., your activity on an app or website, your App Store searches) | Service usage information is collected from your device with your consent | To provide service for your device and to improve relevant Apple products and services<br><br>Fraud and security | None |
| **Geolocation data** | N/A | N/A | N/A |

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|---|---|---|---|
| **Sensory data** (e.g., heat imaging, microphone data) | N/A | N/A | N/A |
| **Employment information** (e.g., qualifications, employer) | N/A | N/A | N/A |
| **Education information** (e.g., educational institution, student status) | N/A | N/A | N/A |
| **Profile inferences** (e.g., content recommendations, personalized settings) | N/A | N/A | N/A |