

## State Farm California Consumer Privacy Act (CCPA) Request Volume

Per CCPA, request volumes must be posted for consumer awareness. The below is an outline of the amount and type of CCPA requests received by State Farm for the year ending December 31, 2020.

2020	
Individuals Contacting State Farm to Exercise CCPA Rights	
Total Individuals	223
Verified	140
Not Verified <sup>1</sup>	83
Information / Right to Know Requests	
Total Received	97
Fulfilled in whole or in part	0
Denied	97
Denied due to HIPAA and/or GLBA exemptions. <sup>2</sup>	83
Denied due to the request being found invalid, incomplete, or not verifiable <sup>1</sup> .	4
Denied due to the requestor not residing in California.	3
Denied due to other reasons.	7
Delete / Right to Delete Requests	
Total Received	160
Fulfilled in whole or in part	0
Denied	160
Denied due to HIPAA and/or GLBA exemptions. <sup>2</sup>	85
Denied due to the request being found invalid, incomplete, or not verifiable <sup>1</sup> .	71
Denied due to the requestor not residing in California.	4
Opt Out of the Sale of Personal Information Requests	
Total Received	3
Fulfilled in whole or in part	0
Denied <sup>3</sup>	3
Average Time to Respond to Valid Requests <sup>1</sup> (in Days)	
For Initial and/or fulfilled response	1.52

Last Updated: June 30, 2021

<sup>1</sup> Requests are considered valid if the consumer's identity can be verified and requested by a consumer who is a California resident. Requests are considered Not Verified if they are submitted outside of the formal State Farm CCPA request process or where the consumer's identity could otherwise not be verified. These requests were responded to with instruction on how to submit a request so that their identity could be verified or to provide other necessary information.

<sup>2</sup> Personal information protected by other laws such as the Gramm-Leach-Bliley Act (GLBA), the Health Insurance Portability and Accountability Act (HIPAA) and the Fair Credit Reporting Act (FCRA) is not regulated by the CCPA. Our privacy notices concerning personal information protected by state laws, as well as by GLBA and HIPAA, can be found on our website.

<sup>3</sup> Per State Farm's California Consumer Privacy Notice, we do not believe that we sell your personal information as defined by the CCPA.