How to respond to right to know categories requests

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Consumers may contact you with requests to disclose the categories of personal information you collect about them, categories of sources that information comes from, categories of third parties that information is shared with and business purposes for collection. They may also request that you send them that data in a portable format.

How you can respond:

1. **Verify the identity of the requestor.** The Attorney General advises that you confirm two pieces of information you already have on file match the information on the request. This can include:
    - Name
    - Email
    - Phone number
    - Shipping or billing address
2. **Access a PDF of the relevant information.** You have access to a Control Panel Data Request report which allows you to manage consumer requests and respond to them. Once you have verified identity, you may download a PDF of the categories of information, as requested. Learn how to do this at "Accessing Consumer Information."
3. **Send the requestor their information.** Once you have the PDF, you can email (or mail, should they specify) the information to the requestor.