## **Sample Initial Response to Data Request**

**[DEALERSHIP]**

**INITIAL RESPONSE TO REQUEST TO KNOW OR REQUEST TO DELETE PERSONAL INFORMAITON**

To: [Name of Requester]

Date of receipt of request: \_\_\_\_\_\_\_\_\_\_

Date of response to request:\_\_\_\_\_\_\_\_\_\_

We received the following data request made by you or your behalf, pursuant to the California Consumer Privacy Act (CCPA):

* **Request to Know** ☐ categories or ☐ specific pieces of your information. After we have verified your identity, we will process your request by providing information about (a) the categories of personal information we have collected about you in the preceding 12 months; (b) the categories of sources from which the personal information was collected; (c) the business or commercial purpose for which we collected or sold the personal information; (d) the categories of third parties with which we share personal information; (e) the categories of personal information that we sold in the preceding 12 months, and for each category identified, the categories of third parties to which we sold that particular category of personal information; and (f) the categories of personal information that we disclosed for a business purpose in the preceding 12 months, and for each category identified, the categories of third parties to whom we disclosed that particular category of personal information. We will provide this response within 45 calendar days of the above date, unless additional time is needed, in which case we will notify you regarding the delay.
* **Request to Delete** ☐ portions or ☐ all of your information. After we have verified your identity, we will process your request by deleting your information pursuant to your request, unless we are permitted or required to retain it. Please note that notwithstanding your request, California law permits us to retain certain categories of personal information for numerous purposes, including to complete a transaction, to perform a contract between you and the dealership, and to comply with a legal obligation, such as a record retention requirement. We will provide a response to your request for deletion within 45 calendar days of the above date, unless additional time is needed, in which case we will notify you regarding the delay.

**Verification of Your identity**

* We have verified your identity; no further action is required.
* Two-factor identification is required. We will send an email to the email address you previously used to interact with us and/or call you using the phone number you previously used to interact with us.
* Because you have requested the specific pieces of personal information we have collected about you, you must present your California driver’s license or identification card and submit a declaration under penalty of perjury stating that you are the consumer whose personal information is being requested. Prior to responding to your request, we will provide further instructions regarding this requirement.