



PUBLIC INQUIRY UNIT
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August 15, 2022

PIU: 1027523

Edward Hasbrouck
1130 Treat Avenue
San Francisco, CA 94110-4124

RE: T-Mobile USA, Inc.

Dear Edward Hasbrouck:

Thank you for contacting the Office of the Attorney General with your questions and concerns about the California Consumer Privacy Act (CCPA). We appreciate hearing from concerned consumers such as yourself, and information submitted by consumers is an important tool in our enforcement efforts. Under the CCPA, California residents generally have the following rights:

- * **Right to Know** - Consumers may request that businesses tell them what specific personal information they have collected, shared or sold about them, and why it was collected, shared, or sold.
- * **Right to Delete** - Consumers may request that a business delete personal information that the business collected from the consumer, subject to some exceptions.
- * **Right to Opt-Out** - If the business sells their personal information, consumers may request that it stop doing so. Minors have additional rights if a business sells their personal information; for children under the age of 13, the child's parent or guardian must provide opt-in consent and for children who are at least 13 years old but under the age of 16, the opt-in can come from the child.
- * **Right to Non-Discrimination** - Businesses may not discriminate against consumers who exercise their rights under the CCPA.

The CCPA applies to for-profit businesses that do business in California and meet any of the following: Have a gross annual revenue of over \$25 million; buy, receive, or sell the personal information of 50,000 or more California residents, households, or devices; or derive 50% or more of their annual revenue from selling California residents' personal information. You can find more information about the CCPA and the rights it grants by visiting:
<https://oag.ca.gov/privacy/ccpa>.

While the CCPA does create a private right of action for consumers, you cannot sue businesses for most CCPA violations. Consumers may only file a lawsuit against a business if there is a data breach, and even then, only under limited circumstances. You can sue a business if your nonencrypted and nonredacted personal information was involved in a data breach as a result of the business's failure to maintain reasonable security procedures and practices to protect it. For all other violations of the CCPA, only the Attorney General can file an action against businesses. The Attorney General does not represent individual California consumers. Using consumer complaints and other information, the Attorney General may identify patterns of misconduct that may lead to investigations and actions on behalf of the collective legal interests of the people of California.

If you need legal assistance to resolve your dispute, we suggest that you consult a private attorney. You may obtain a referral to a certified lawyer referral service by contacting the State Bar at 866-442-2529 (toll-free in California) or 415-538-2250 (from outside California), or via their website at: <http://www.calbar.ca.gov>.

Please be assured that your information will be retained in our consumer files and is of importance in helping this office take appropriate action to protect consumers.

Sincerely,

Angelica Young
Public Inquiry Unit

For ROB BONTA
Attorney General