

CCPA Transparency Metrics

Sojern is committed to providing you with the tools and information to exercise your rights under California law. For more information about these rights, refer to the “Your Privacy Rights” section of the Privacy Policy. Under the California Consumer Privacy Act (CCPA), Sojern is required to publish information about requests from California residents to access, delete or opt-out of the sale of personal information. Sojern does not gather information on the state residency status of requestors, so the metrics provided below may be overinclusive of any requests from the United States.

Reporting Period: January 1, 2020 to December 31, 2020

	Received	Fulfilled in whole or in part	Denied	Average number of days for response
Access Request	1	1	0	0
Deletion Request	76	76	0	14*
Opt-out Request	4	4	0	26

Requests to Opt Out of Online Advertising: Sojern provides resources on the Privacy Center and the Privacy Policy for individuals who wish to opt out of sharing their information for interest-based advertising. Some opt-out requests of online advertising are made through third-party tools rather than Sojern, therefore we are unable to track them for purposes of CCPA metrics reporting. Any opt-out requests of online advertising made through the Privacy Center are automatically fulfilled by the tool with no review by Sojern and thus not tracked.

* We provided an approximation of the average time to substantively respond to these requests. As we improve our metrics reporting, we will be able to provide more precise figures.