



CCPA v. CPRA



§ 1798.130: Facilitating Requests

Editor's Note: The following table compares the text of the CCPA with that of the CPRA for the specified section. To access comparison tables for other sections of the statute, see our [CCPA / CPRA Comparison Tables Index](#).

CITATION	CCPA (removed text appears in strike through)	CPRA (new text appears in teal boldface)	COMMENTS
§1798.130	1798.130. Facilitating consumer requests	1798.130. Notice, Disclosure, Correction, and Deletion Requirements	CPRA changes to this section become operative Jan. 1, 2023.
§1798.130(a)	(a) In order to comply with Sections 1798.100, 1798.105, 1798.110, 1798.115, and 1798.125, a business shall, in a form that is reasonably accessible to consumers:	(a) In order to comply with Sections 1798.100, 1798.105, 1798.106 , 1798.110, 1798.115, and 1798.125, a business shall, in a form that is reasonably accessible to consumers:	CPRA adds a reference to new section 1798.106, which addresses the right to correct. CPRA changes to this subsection become operative Jan. 1, 2023.

CITATION	CCPA (removed text appears in strike through)	CPRA (new text appears in teal boldface)	COMMENTS
§1798.130(a)(1)(A)	(1) (A) Make available to consumers two or more designated methods for submitting requests for information required to be disclosed pursuant to Sections 1798.110 and 1798.115, including, at a minimum, a toll-free telephone number. A business that operates exclusively online and has a direct relationship with a consumer from whom it collects personal information shall only be required to provide an email address for submitting requests for information required to be disclosed pursuant to Sections 1798.110 and 1798.115.	(1) (A) Make available to consumers two or more designated methods for submitting requests for information required to be disclosed pursuant to Sections 1798.110 and 1798.115, or requests for deletion or correction pursuant to Sections 1798.105 and 1798.106, respectively , including, at a minimum, a toll-free telephone number. A business that operates exclusively online and has a direct relationship with a consumer from whom it collects personal information shall only be required to provide an email address for submitting requests for information required to be disclosed pursuant to Sections 1798.110 and 1798.115, or for requests for deletion or correction pursuant to Sections 1798.105 and 1798.106, respectively .	CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(a)(1)(B)	(B) If the business maintains an internet website, make the internet website available to consumers to submit requests for information required to be disclosed pursuant to Sections 1798.110 and 1798.115.	(B) If the business maintains an internet website, make the internet website available to consumers to submit requests for information required to be disclosed pursuant to Sections 1798.110 and 1798.115, or requests for deletion or correction pursuant to Sections 1798.105 and 1798.106, respectively .	CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(a)(2) [CCPA version] §1798.130(a)(2)(A) [CPRA version]	(2) Disclose and deliver the required information to a consumer free of charge within 45 days of receiving a verifiable consumer request from the consumer. The business shall promptly take steps to determine whether the request is a verifiable consumer request, but this shall not extend the	(2) (A) Disclose and deliver the required information to a consumer free of charge, or correct inaccurate personal information, or delete a consumer's personal information, based on the consumer's request , within 45 days of receiving a verifiable consumer request from the	CPRA reclassifies subsection (a)(2) as subsection (a)(2)(A).

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	<p>business' duty to disclose and deliver the information within 45 days of receipt of the consumer's request. The time period to provide the required information may be extended once by an additional 45 days when reasonably necessary, provided the consumer is provided notice of the extension within the first 45-day period. The disclosure shall cover the 12-month period preceding the business' receipt of the verifiable consumer request and shall be made in writing and delivered through the consumer's account with the business, if the consumer maintains an account with the business, or by mail or electronically at the consumer's option if the consumer does not maintain an account with the business, in a readily useable format that allows the consumer to transmit this information from one entity to another entity without hindrance. The business may require authentication of the consumer that is reasonable in light of the nature of the personal information requested, but shall not require the consumer to create an account with the business in order to make a verifiable consumer request. If the consumer maintains an account with the business, the business may require the consumer to submit the request through that account.</p>	<p>consumer. The business shall promptly take steps to determine whether the request is a verifiable consumer request, but this shall not extend the business's duty to disclose and deliver the information, or correct inaccurate personal information or delete personal information, within 45 days of receipt of the consumer's request. The time period to provide the required information, or to correct inaccurate personal information or delete personal information, may be extended once by an additional 45 days when reasonably necessary, provided the consumer is provided notice of the extension within the first 45-day period. The disclosure of the required information shall be made in writing and delivered through the consumer's account with the business, if the consumer maintains an account with the business, or by mail or electronically at the consumer's option if the consumer does not maintain an account with the business, in a readily useable format that allows the consumer to transmit this information from one entity to another entity without hindrance. The business may require authentication of the consumer that is reasonable in light of the nature of the personal information requested, but shall not require the consumer to create an account with the business in order to make a verifiable consumer request, provided that if the consumer has an account with the business, the business may require the consumer to use that account to submit a verifiable consumer request.</p>	<p>CPRA changes to this subsection become operative Jan. 1, 2023.</p>

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§1798.130(a)(2)(B) [CPRA only]	n/a	(B) The disclosure of the required information shall cover the 12-month period preceding the business's receipt of the verifiable consumer request, provided that, upon the adoption of a regulation pursuant to paragraph (9) of subdivision (a) of Section 1798.185, a consumer may request that the business disclose the required information beyond the 12-month period and the business shall be required to provide such information unless doing so proves impossible or would involve a disproportionate effort. A consumer's right to request required information beyond the 12-month period, and a business's obligation to provide such information, shall only apply to personal information collected on or after January 1, 2022. Nothing in this subparagraph shall require a business to keep personal information for any length of time.	CPRA clarifies the 12-month look-back period. New text added by the CPRA; to become operative Jan. 1, 2023.
§1798.130(a)(3) [CPRA only]	(3)	(3) (A) A business that receives a verifiable consumer request pursuant to sections 1798.110 or 1798.115 shall disclose any personal information it has collected about a consumer, directly or indirectly, including through or by a service provider or contractor, to the consumer. A service provider or contractor shall not be required to comply with a verifiable consumer request received directly from a consumer or a consumer's authorized agent pursuant to sections 1798.110 or 1798.115 to the extent that the service provider or contractor has collected personal information about the consumer in its role as a service provider or contractor. A service provider or	CPRA creates new section (a)(3)(A); to become operative Jan. 1, 2023.

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		<p>contractor shall provide assistance to a business with which it has a contractual relationship with respect to the business's response to a verifiable consumer request, including but not limited to by providing to the business the consumer's personal information in the service provider or contractor's possession, which the service provider or contractor obtained as a result of providing services to the business, and by correcting inaccurate information, or by enabling the business to do the same. A service provider or contractor that collects personal information pursuant to a written contract with a business shall be required to assist the business through appropriate technical and organizational measures in complying with the requirements of subdivisions (d) through (f) of Section 1798.100, taking into account the nature of the processing.</p>	
<p>§1798.130(a)(3) [CCPA version]</p> <p>§1798.130(a)(3)(B) [CPRA version]</p>	<p>(3) For purposes of subdivision (b) of Section 1798.110:</p>	<p>(B) For purposes of subdivision (b) of Section 1798.110:</p>	<p>CPRA reclassifies subsection (a)(3) as subsection (a)(3)(B).</p> <p>CPRA changes to this subsection become operative Jan. 1, 2023.</p>
<p>§1798.130(a)(3)(A) [CCPA version]</p> <p>§1798.130(a)(3)(B)(i) [CPRA version]</p>	<p>(A) To identify the consumer, associate the information provided by the consumer in the verifiable consumer request to any personal information previously collected by the business about the consumer.</p>	<p>(i) To identify the consumer, associate the information provided by the consumer in the verifiable consumer request to any personal information previously collected by the business about the consumer.</p>	<p>CPRA reclassifies subsection (a)(3)(A) as subsection (a)(3)(B)(i).</p> <p>CPRA changes to this subsection become operative Jan. 1, 2023.</p>

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§1798.130(a)(3)(B) <i>[CCPA version]</i> §1798.130(a)(3)(B)(ii) <i>[CPRA version]</i>	(B) Identify by category or categories the personal information collected about the consumer in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information collected.	(ii) Identify by category or categories the personal information collected about the consumer for the applicable period of time by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information collected; the categories of sources from which the consumer's personal information was collected; the business or commercial purpose for collecting, or selling or sharing the consumer's personal information; and the categories of third parties to whom the business discloses the consumer's personal information.	CPRA reclassifies subsection (a)(3)(B) as subsection (a)(3)(B)(ii). CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(a)(3)(B)(iii) <i>[CPRA only]</i>	n/a	(iii) Provide the specific pieces of personal information obtained from the consumer in a format that is easily understandable to the average consumer, and to the extent technically feasible, in a structured, commonly used, machine-readable format, which also may be transmitted to another entity at the consumer's request without hindrance. "Specific pieces of information" do not include data generated to help ensure security and integrity or as prescribed by regulation, Personal information is not considered to have been disclosed by a business when a consumer instructs a business to transfer the consumer's personal information from one business to another in the context of switching services.	New text added by the CPRA; to become operative Jan. 1, 2023.

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§1798.130(a)(4)	(4) For purposes of subdivision (b) of Section 1798.115:	(4) For purposes of subdivision (b) of Section 1798.115:	No changes.
§1798.130(a)(4)(A)	(A) Identify the consumer and associate the information provided by the consumer in the verifiable consumer request to any personal information previously collected by the business about the consumer.	(A) Identify the consumer and associate the information provided by the consumer in the verifiable consumer request to any personal information previously collected by the business about the consumer.	No changes.
§1798.130(a)(4)(B)	(B) Identify by category or categories the personal information of the consumer that the business sold in the preceding 12 months by reference to the enumerated category in subdivision (c) that most closely describes the personal information, and provide the categories of third parties to whom the consumer's personal information was sold in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information sold. The business shall disclose the information in a list that is separate from a list generated for the purposes of subparagraph (C).	(B) Identify by category or categories the personal information of the consumer that the business sold or shared during the applicable period of time by reference to the enumerated category in subdivision (c) that most closely describes the personal information, and provide the categories of third parties to whom the consumer's personal information was sold or shared during the applicable period of time by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information sold or shared . The business shall disclose the information in a list that is separate from a list generated for the purposes of subparagraph (C).	CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(a)(4)(C)	(C) Identify by category or categories the personal information of the consumer that the business disclosed for a business purpose in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information, and provide the	(C) Identify by category or categories the personal information of the consumer that the business disclosed for a business purpose during the applicable period of time by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information, and	CPRA changes to this subsection become operative Jan. 1, 2023.

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	categories of third parties to whom the consumer's personal information was disclosed for a business purpose in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information disclosed. The business shall disclose the information in a list that is separate from a list generated for the purposes of subparagraph (B).	provide the categories of persons to whom the consumer's personal information was disclosed for a business purpose during the applicable period of time by reference to the enumerated category or categories in subdivision (c) that most closely describes the personal information disclosed. The business shall disclose the information in a list that is separate from a list generated for the purposes of subparagraph (B).	
§1798.130(a)(5)	(5) Disclose the following information in its online privacy policy or policies if the business has an online privacy policy or policies and in any California-specific description of consumers' privacy rights, or if the business does not maintain those policies, on its internet website and update that information at least once every 12 months:	(5) Disclose the following information in its online privacy policy or policies if the business has an online privacy policy or policies and in any California-specific description of consumers' privacy rights, or if the business does not maintain those policies, on its internet website and update that information at least once every 12 months:	No changes.
§1798.130(a)(5)(A)	(A) A description of a consumer's rights pursuant to Sections 1798.100, 1798.105, 1798.110, 1798.115, and 1798.125 and one or more designated methods for submitting requests.	(A) A description of a consumer's rights pursuant to Sections 1798.100, 1798.105, 1798.110, 1798.115, and 1798.125 and two or more designated methods for submitting requests, except as provided in subparagraph (A) of paragraph (1) of subdivision (a).	CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(a)(5)(B)	(B) For purposes of subdivision (c) of Section 1798.110, a list of the categories of personal information it has collected about consumers in the preceding 12 months by reference to the enumerated category or categories in	(B) For purposes of subdivision (c) of Section 1798.110: (i) a list of the categories of personal information it has collected about consumers in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describe the personal information collected;	CPRA changes to this subsection become operative Jan. 1, 2023.

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	subdivision (c) that most closely describe the personal information collected.	(ii) the categories of sources from which consumers' personal information is collected; (iii) the business or commercial purpose for collecting or selling or sharing consumers' personal information; and (iv) the categories of third parties to whom the business discloses consumers' personal information.	
§1798.130(a)(5)(C)	(C) For purposes of paragraphs (1) and (2) of subdivision (c) of Section 1798.115, two separate lists:	(C) For purposes of paragraphs (1) and (2) of subdivision (c) of Section 1798.115, two separate lists:	No changes.
§1798.130(a)(5)(C)(i)	(i) A list of the categories of personal information it has sold about consumers in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describe the personal information sold, or if the business has not sold consumers' personal information in the preceding 12 months, the business shall disclose that fact.	(i) A list of the categories of personal information it has sold or shared about consumers in the preceding 12 months by reference to the enumerated category or categories in subdivision (c) that most closely describe the personal information sold or shared , or if the business has not sold or shared consumers' personal information in the preceding 12 months, the business shall prominently disclose that fact in its privacy policy .	CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(a)(5)(C)(ii)	(ii) A list of the categories of personal information it has disclosed about consumers for a business purpose in the preceding 12 months by reference to the enumerated category in subdivision (c) that most closely describe the personal information disclosed, or if the business has not disclosed consumers' personal information for a	(ii) A list of the categories of personal information it has disclosed about consumers for a business purpose in the preceding 12 months by reference to the enumerated category in subdivision (c) that most closely describes the personal information disclosed, or if the business has not disclosed consumers' personal information for a	CPRA changes to this subsection become operative Jan. 1, 2023.

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	business purpose in the preceding 12 months, the business shall disclose that fact.	business purpose in the preceding 12 months, the business shall disclose that fact.	
§1798.130(a)(5)(D) [CCPA only]	<p>(D) In the case of a business that sells or discloses deidentified patient information not subject to this title pursuant to clause (i) of subparagraph (A) of paragraph (4) of subdivision (a) of Section 1798.146, whether the business sells or discloses deidentified patient information derived from patient information and if so, whether that patient information was deidentified pursuant to one or more of the following:</p> <p>(i) The deidentification methodology described in Section 164.514(b)(1) of Title 45 of the Code of Federal Regulations, commonly known as the HIPAA expert determination method.</p> <p>(ii) The deidentification methodology described in Section 164.514(b)(2) of Title 45 of the Code of Federal Regulations, commonly known as the HIPAA safe harbor method.</p>	n/a	CCPA subsection (a)(5)(D) was added by AB 713 , which was approved by Gov. Gavin Newsom Sept. 25, 2020. The text does not appear in the CPRA. It appears that its deletion was unintentional.
§1798.130(a)(6)	(6) Ensure that all individuals responsible for handling consumer inquiries about the business' privacy practices or the business' compliance with this title are informed of all requirements in Sections 1798.100, 1798.105, 1798.110, 1798.115, and 1798.125, and this section, and how to direct consumers to exercise their rights under those sections.	(6) Ensure that all individuals responsible for handling consumer inquiries about the business' privacy practices or the business' compliance with this title are informed of all requirements in Sections 1798.100, 1798.105, 1798.106 , 1798.100, 1798.105, 1798.110, 1798.115, and 1798.125, and this section, and how to direct consumers to exercise their rights under those sections.	CPRA changes to this subsection become operative Jan. 1, 2023.

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§1798.130(a)(7)	(7) Use any personal information collected from the consumer in connection with the business' verification of the consumer's request solely for the purposes of verification.	(7) Use any personal information collected from the consumer in connection with the business' verification of the consumer's request solely for the purposes of verification, and shall not further disclose the personal information, retain it longer than necessary for purposes of verification, or use it for unrelated purposes.	CPRA changes to this subsection become operative Jan. 1, 2023.
§1798.130(b)	(b) A business is not obligated to provide the information required by Sections 1798.110 and 1798.115 to the same consumer more than twice in a 12-month period.	(b) A business is not obligated to provide the information required by Sections 1798.110 and 1798.115 to the same consumer more than twice in a 12-month period.	No changes.
§1798.130(c)	(c) The categories of personal information required to be disclosed pursuant to Sections 1798.110 and 1798.115 shall follow the definition of personal information in Section 1798.140.	(c) The categories of personal information required to be disclosed pursuant to Sections 1798.100 , 1798.110 and 1798.115 shall follow the definitions of personal information and sensitive personal information in Section 1798.140 by describing the categories of personal information using the specific terms set forth in subparagraphs (A) through (K) of paragraph (1) of subdivision (v) of Section 1798.140 and by describing the categories of sensitive personal information using the specific terms set forth in paragraphs (1) through (9) of subdivision (ae) of Section 1798.140.	CPRA changes to this subsection become operative Jan. 1, 2023.