

# California Privacy Protection Agency

## Consumer Complaint Form

If you believe your privacy rights have been violated, you can submit a complaint using this form. You can mail the completed form to:

California Privacy Protection Agency  
ATTN: Complaints  
400 R Street, Suite 350  
Sacramento, CA 95811

The California Privacy Protection Agency (Agency) enforces the [California Consumer Privacy Act](#) (CCPA) and its implementing [Regulations](#). Your complaint may be used to broadly monitor industry compliance or to inform an enforcement action.\* The Agency does not represent individual consumers and cannot act as your attorney.

If you have a complaint related to something other than consumer privacy, please report your issue using the California Department of Justice's [complaint system](#).

*\*NOTE: Any personal information that you provide may be used and disclosed to enforce the CCPA, including in an administrative or judicial proceeding. To learn what may happen after you submit a complaint, visit our [FAQs](#).*

### 1. What is the complaint about? Check all that apply. [required]\*

For more information on these rights and requirements, visit our [FAQ](#).

Right to Delete

Right to Correct

Right to Know

Right to Opt-out of Sale/Sharing

Right to Limit the Use and Disclosure of Sensitive Personal Information

A business's collection, use, storage, or sharing of my personal information

A business is trying to get my consent unlawfully (such as by using confusing or tricky language or dark patterns)

It's unclear how to submit a privacy request to a business

Children's privacy

Financial incentive or loyalty programs

Don't know/not sure

Other \_\_\_\_\_

**2. What are the name(s) of the business(es), service provider(s), contractor(s), or people that you believe violated the California Consumer Privacy Act? [required]\***

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**3. Are you a California resident? [required]\***

You are not required to reside in California to submit a complaint. Temporary time out of the state does not change whether you reside in California.

Yes

No

Don't know / not sure

**4. Please describe the complaint. [required]\***

Include as many details as possible, such as the date(s), name of business(es) and people involved, and what happened. See the FAQs for more information on privacy rights and how to [write a complaint](#).

*If additional space is needed to write response, use the "additional page".*

**5. Please describe any materials you have supporting the complaint. [optional]**

Example materials: "I have a screen shot of the business's consent interface, and/or an email I sent to the business." You won't be asked to submit these materials through this form, but we may request these later via email (if you provide your email address). If you have no materials, skip this question.

*If additional space is needed to write response, use the "additional page".*

**6. Have you already contacted the business(es), service provider(s), contractor(s), or people about the complaint? [required]\***

Yes

No / Not applicable

**7. Do you wish to submit this complaint as an unsworn complaint, or a sworn complaint? [required]\***

*Firsthand knowledge.* A sworn complaint means that you are attesting to the truth of the allegations under penalty of perjury in a court of law, and that you are authorizing the Agency to contact the business(es) or person(s) mentioned. See [Cal. Code Regs., tit. 11, § 7300](#).

Unsworn complaint

Sworn complaint

**8. Contact Information [required for sworn complaints, optional for unsworn complaints]**

You are not required to provide contact information for an unsworn complaint. However, if you choose not to include contact information, we will have no way of contacting you to ask about the complaint or get further information.

Name: \_\_\_\_\_

Email address: \_\_\_\_\_  
*Example: john.doe@example.com*

Telephone number: \_\_\_\_\_  
*1234567890 / +91234567890*

Street address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

**9. If known, please identify the following information for the business, service provider, contractor or person who allegedly violated the CPPA: [optional]**

Website, if applicable: \_\_\_\_\_

Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

Owner: \_\_\_\_\_

Contact email: \_\_\_\_\_

Data Privacy Officer contact: \_\_\_\_\_

**10. By signing your name you attest to the following: [required for sworn complaints]\***

I declare under penalty of perjury under the laws of California that the information I have provided on this form is true and correct.

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**11. Today's date: [required for sworn and unsworn complaints]\***

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**ADDITIONAL PAGE**

This page is provided as additional space to respond to questions #4 and/or #5, if needed.