

# CCPA FAQs

## What is the California Consumer Privacy Act (CCPA)?

The California Consumer Privacy Act (CCPA) is California's data privacy law that went into effect in January 2020 and provides California (CA) consumers with certain rights regarding their personal information. As of January 1, 2023, those rights are expanding to include the personal information of CA employees.

If you're a CA consumer, you have the right to make certain requests about the personal information collected, used, or disclosed about you.

## How is SurePayroll involved?

As the leading online payroll service company, we provide a simple, convenient and accurate service. If you're coming to us with a CCPA request, that means you're connected to a business that uses or used us as a service provider and directed us to collect your personal information.

## What is a "service provider" under the CCPA?

A service provider is a person or entity that processes personal information on behalf of a business pursuant to a written contract. A service provider may receive information directly from a business or may collect information directly from a consumer on the business' behalf.

## What types of requests can be made?

CA consumers may submit the following types of requests to SurePayroll as a service provider:

1. Request to Know Categories of personal information collected
2. Request to Know Specific personal information collected
3. Request to Delete personal information

## Who can make a request?

You must be a CA consumer to submit a request. SurePayroll is not accepting requests from consumers who do not live in CA. You can make a request yourself, or you can designate an authorized agent to make this request for you.

**Note:** If you're making a request as an authorized agent, the CA consumer must fill out and sign the Authorized Agent Form, and you'll need to attach a copy of the completed form to your request. If the request is submitted by someone with a power of attorney (POA), the POA may be submitted instead of the Authorized Agent Form.

## How can I make a request?

To submit your request, you must complete and submit this [CCPA Request Form](#). We'll use the information submitted in your request to verify your identity and to respond to your request. To make sure we can identify you, we recommend that you use the information we have in our system. If you have online access to one of our applications, you can log in and review your information. If you receive paper documents, check stubs, or W-2s from us you can review it there, too.

If you're unable to use the online CCPA Request Form, you may also submit a request by calling [1-877-956-7873](tel:1-877-956-7873). **Note:** We'll need to gather all the same information contained on the CCPA Request Form during that call, so make sure you have your personal information ready.

## **What can I expect after I submit my request?**

After you submit a request, you'll receive an email confirmation of receipt. That email will contain a Request ID number that you'll want to retain in case you need to reach out to us with any questions on your request. We'll attempt to provide a response within 45 days. If we can't fully respond by that deadline, we'll reach out and make you aware of next steps.

## **What if I received a response that you could not find me?**

We may not be able to find you in our system(s) because we no longer have any of your personal information, or we may not have sufficient information to be able to verify you. If you believe that we recently collected your personal information, double check to ensure that you submitted your request accurately and that it matches the data that's in our system(s). If not, you may want to submit a new request with the correct information.

## **Can I submit one of the above requests on behalf of my employee(s)?**

No. Your employee(s) should submit their own request unless they have a POA or Authorized Agent form. This allows us to securely and directly validate the identity of the person making the request and confirm that the person we're communicating with is authorized to receive a response to the request. This streamlined approach also removes the need for you to make such requests on behalf of your employee(s). If a CA employee contacts you with a CCPA consumer request for information about data collected as part of your SurePayroll services, please direct them to the [SurePayroll Privacy Page](#).

## **How do I correct information in your system that is not accurate?**

If you have online access to one of our applications, you may be able to change this information yourself. Otherwise, you may need to contact your employer or former employer as we got this information through them. Therefore, they need to work with us directly on the correction.

## **Why did I get a letter saying that you cannot delete my information?**

We strive to keep data only so long as we need it for business, legal, or regulatory purposes. If you received a letter saying we're unable to delete your information, it may mean that we need to keep your personal information for one of those purposes so we cannot fulfill your request right now. It could also mean that your personal information was already destroyed, erased, aggregated, and/or deidentified. We receive your personal information because of the services we provide to employers, so you may want to contact that company directly to gain more information regarding your personal information.

## **How can I learn more about how you collect and process my information?**

You can learn more about our processes by exploring the resources below:

- [SurePayroll Privacy Page](#)
- [CA Privacy Page](#)
- Contact your employer, former employer, or other service provider(s) to ask about their use and disclosure of your personal information to us.