

# California Consumer Privacy Notice

## STATE FARM®

We value your privacy.

This State Farm® California Consumer Privacy Notice describes how we collect, use, and disclose the personal information of California consumers and the rights prescribed by the California Consumer Privacy Act (CCPA). Consumers as defined by the CCPA includes State Farm job applicants, current and former employees, contractors of State Farm, and persons we interact with in their capacity of representing another business. The rights prescribed by the CCPA, including the rights described in the California Privacy Rights section of this notice, do not take effect until January 1, 2021 for this group.

Personal information protected by other laws such as the Health Insurance Portability and Accountability Act (HIPAA) and the Fair Credit Reporting Act (FCRA) is not regulated by the CCPA. Our privacy notices concerning personal information protected by laws such [HIPAA](#), can be found on our [website](#).

In the event of a conflict between this Notice and other State Farm privacy notices or policies, this Notice will prevail as to California consumers' rights under the CCPA.

### Collection and Disclosure of Personal Information

The CCPA defines personal information as “information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household.” We collect personal information including:

Categories of Personal Information	Specifics	Sources of Personal Information	Uses of Personal Information	Categories of Third Parties Disclosed (in calendar year 2019) To:	Purposes for Disclosing Personal Information
<b>1. Identifiers</b>	This may include information such as: a real name, nickname or alias, postal address, unique personal identifier, date of birth, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.	We may collect identifiers from sources such as: you, other individuals, service providers, other vendors, consumer reporting agencies, government agencies, or other businesses.	We may use identifiers for business purposes such as to: manage associate matters, administer compensation, bonuses, equity grants, other forms of compensation, and benefits (as permitted by law), provide training, evaluate performance, develop a talent pool, associate development activities, diversity and inclusion programs, conduct surveys, engage in crisis management fulfill recordkeeping and reporting responsibilities, maintain an associate directory and for purposes of identification, facilitate communication, interaction and collaboration, promote the Company, arrange and manage Company-sponsored events and public service activities, reporting and data analytics/trend analysis and as required or permitted by law.	We may disclose identifiers to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose identifiers for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, for communication, for our everyday business operations, or as required or permitted by law.

Categories of Personal Information	Specifics	Sources of Personal Information	Uses of Personal Information	Categories of Third Parties Disclosed (in calendar year 2019) To:	Purposes for Disclosing Personal Information
<b>2. Personal Records</b>  (Including Background Information and categories listed in CA. Civil Code 1798.80 (e))	This may include information such as: physical characteristics or description, photographs, signature, telephone number, educational history, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information, criminal or motor vehicle records, and benefits information.	We may collect personal records from sources such as: you, other individuals, service providers, other vendors, consumer reporting agencies, government agencies, or other businesses.	We may collect personal records for such business purposes such as: for security and identification purposes, to comply with federal and state law, for worker's compensation purposes, for occupational health and safety compliance, to respond to emergencies, to accommodate disabilities, to administer benefits, and to determine suitability for Company roles.	We may disclose personal records to third parties such as: other individuals, service providers, other vendors, credit reporting agencies, government agencies, other businesses, or other unaffiliated third parties.	We may disclose personal records for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, administer benefits, for accommodations, for communication, for our everyday business operations, or as required or permitted by law.
<b>3. Classifications</b>	This may include information such as: sex, marital status, familial status, race, gender, religion, sexual orientation, gender identity, age, disability or ancestry.	We may collect classifications from sources such as: you, other individuals, service providers, other vendors, government agencies, or other businesses.	We may use classifications for business purposes such as: to accommodate disabilities, to respond to emergencies, for tax purposes, for identity verification, for other accommodations as required by law, to administer benefits, for Company events or as required by state and federal law.	We may disclose classifications to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose classifications for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, to administer benefits, for accommodations, for communication, for our everyday business operations, or as required or permitted by law.
<b>4. Commercial Information</b>	This may include information such as: records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	We may collect commercial information from sources such as: you, other individuals, service providers, other vendors, or other businesses.	We may use commercial information for business purposes such as: reimbursement of business expenses, auditing, data security, preventing illicit activity, providing services, research and development, error prevention, quality assurance and improvement, product and service training, order fulfillment, and marketing/ advertising.	We may disclose commercial information to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose commercial information for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for communication, for our everyday business operations, or as required or permitted by law.
<b>5. Biometric Information</b>	This may include information such as: genetic, physiological, behavioral, and biological characteristics that can be used to establish individual identity, including but not limited to fingerprints, voiceprints, and other physical patterns or characteristics that contain identifying information.	We may collect biometric information from sources such as: you, service providers, other vendors, government agencies, or other businesses.	We may use biometric information for business purposes such as: to control access to secure facilities, to monitor use of Company information systems and other electronic resources or information systems, and to protect the safety and security of the Company's facilities.	We may disclose biometric information to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose biometric information for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, for our everyday business operations, or as required or permitted by law.

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<b>6. Internet Usage Information</b>	This may include information such as: browsing history, search history, and information regarding your interaction with an Internet Web Site, application, or advertisement, log in or log out activity to Company electronic resources.	We may collect internet usage information from sources such as: you, service providers, other vendors, or other businesses.	We may use internet usage information for business purposes such as: to monitor use of the Company's information systems and other electronic resources or information systems, to conduct internal audits, to conduct internal investigations, to protect the safety and security of the Company's facilities, and to enforce company policies.	We may disclose internet usage information to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose internet usage information for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, to prevent fraud, to recruit, retain, develop, evaluate, potential and current associates, for communication, for our everyday business operations, or as required or permitted by law.
<b>7. Geolocation Data</b>	This may include information such as: precise physical location or movements and travel patterns, location of mobile devices or location of vehicles.	We may collect geolocation data from sources such as: you, other individuals, service providers, other vendors, government agencies, or other businesses.	We may use geolocation data for business purposes such as: to assist with routing, to confirm that an associate has arrived and left an off-site location, for customer service purposes, to provide training, to manage emergencies, to monitor the safety, and to monitor compliance with Company policies.	We may disclose geolocation data to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose geolocation data for such purposes as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, to develop and evaluate current associates, for communication, for our everyday business operations, or as required or permitted by law.
<b>8. Sensory Data</b>	This may include information such as: audio recordings of customer care calls, electronic, visual, or similar information including footage from surveillance cameras.	We may collect sensory data from sources such as: you, service providers, other vendors, or other businesses.	We may use sensory data for business purposes such as: to protect the safety and security of the Company's facilities and associates through video surveillance, to monitor compliance with Company policies, to provide training and for quality assurance.	We may disclose sensory data to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose sensory data for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, to develop and evaluate associates, for communication, for our everyday business operations, or as required or permitted by law.

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<b>9. Professional or Occupational Information</b>	This may include information such as: compensation, bonuses, equity grants, pensions, benefits, attendance, evaluations, performance reviews, discipline, personnel files, expenses, education, corporate credit card details, membership in professional organizations, professional certifications, work eligibility in order to comply with legal requirements, licensing information and current and past occupational history.	We may collect professional or occupational information from sources such as: you, other individuals, service providers, other vendors, consumer reporting agencies, government agencies, or other businesses.	We may use professional or occupational information for business purposes such as: to determine suitability for internal roles and promotions, administer compensation, bonuses, equity grants, other forms of compensation, and benefits (as permitted by law), to determine eligibility for training courses, for reporting and data analytics/trend analysis and to assist with professional licensing.	We may disclose professional or occupational information to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose professional or occupational information for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, to prevent fraud, to recruit, retain, develop, evaluate, potential and current associates, to administer benefits, for communication, for our everyday business operations, or as required or permitted by law.
<b>10. Education Information</b>	This may include information such as: education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, education level, transcripts, academic counseling or educational disciplinary records.	We may collect education information from sources such as: you, other individuals, service providers, other vendors, government agencies, or other businesses.	We may use educational information for business purposes such as: to determine suitability for internal roles and promotions, administer compensation, bonuses, equity grants, other forms of compensation, and benefits (as permitted by law), to determine eligibility for training courses, to develop a talent pool, for reporting and data analytics/trend analysis and to assist with professional licensing.	We may disclose education information to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose education information for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, to prevent fraud, to recruit, retain, develop, evaluate, potential and current associates, for communication, for our everyday business operations, or as required or permitted by law.
<b>11. Inferences from Personal Information Collected</b>	This may include information such as: creating a profile reflecting the individual's preferences, characteristics, psychological trends, preferences, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	We may collect inferences from sources such as: you, other individuals, service providers, other vendors, government agencies, or other businesses.	We may use inferences for business purposes such as: to conduct physiological assessments, behavior analyses, or other profiling of individuals.	We may disclose inferences to third parties such as: other individuals, service providers, other vendors, government agencies, other businesses, or other unaffiliated third parties.	We may disclose inferences for purposes such as: to provide products and services, to complete transactions with individuals or other businesses, to protect Company resources or assets, for safety or security purposes, to retain, develop, evaluate, potential and current associates, for communication, for our everyday business operations, or as required or permitted by law.

Personal information does not include de-identified or aggregate consumer information. We will implement technical safeguards to prohibit re-identification of de-identified information about you. We also reserve the right to create or allow others to create aggregate consumer information data sets by ensuring that individual identities have been removed and are not linked or reasonably linkable to any individual or household, including via a device. The CCPA does not require that such information be re-identified in response to a request made pursuant to the CCPA.

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## Additional Uses of Personal Information

In addition to the uses of personal information listed above, we may collect, use, and disclose any of the personal information we collect to facilitate administrative functions, information technology operations, for legal reasons and corporate transactions. These functions include, but are not limited to the following:

- to manage and operate information technology and communications systems, risk management and insurance functions, budgeting, financial management and reporting, strategic planning;
- to manage litigation, other legal disputes, inquiries and to meet legal and regulatory requirements;
- in connection with a corporate transaction, sale, or assignment of assets, merger, divestiture, or other changes of control or financial status of the Company or any of its subsidiaries or affiliates; and
- to manage licenses, permits and authorizations applicable to the Company's business operations.

We restrict the use of personal information that is shared with our vendors for business purposes.

We may collect, use, and disclose personal information for commercial purposes such as marketing.

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## Sale of Personal Information

We do not sell your personal information.

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## California Privacy Rights

State Farm job applicants, current and former employees, contractors of State Farm, and persons we interact with in their capacity of representing another business that are California residents have the privacy rights described in this section, subject to certain limitations. Again as state above, the rights for this group do not take effect until January 1, 2021.

You may submit a request described below or submit one through an authorized agent (Examples of an authorized agent may include a power of attorney, guardian, conservator or one registered with the California Secretary of State). Requests submitted to us are subject to review, identification, and verification. We will acknowledge receipt of your request and provide information about processing the request and the verification process. We may ask you for information which allows us to confirm your identity in relation to information we currently have. In addition, we may require notarization of any forms submitted. We may also ask for documentation verifying that your designated agent is authorized to act on your behalf. We may not be able to fulfill your request if we are unable to verify you are the consumer that is the subject of the request, or that the agent is, in fact, authorized to act on your behalf.

We will make reasonable efforts to identify personal information that we collect, use, and disclose to respond to your request. In some instances we may not be able to process a request because, for example, we may not be able to sufficiently verify your identity based on the information you provide to us in response to our verification process. In such instances, we will provide you with a written explanation as to the reason we cannot process your request.

In some cases, we may suggest that you receive the most recent or a summary of your personal information and give you the opportunity to elect whether to receive the rest of your personal information. We reserve the right to direct you to where you may access and copy responsive personal information.

Instructions on making a request are contained in the Contact Us section.

## RIGHT TO KNOW

You have the right to request the following, which will be provided for the period that is 12 months prior to the request date:

- The specific pieces of personal information we have collected about you and are maintaining;
- The categories of personal information we have collected about you;
- The categories of sources from which we collected your personal information;
- The business or commercial purposes for our collecting or selling your personal information;
- The categories of third parties to whom we have shared your personal information;
- A list of the categories of personal information disclosed for a business purpose in the prior 12 months, or a confirmation that no disclosure occurred.

## RIGHT TO DELETE

You may request we delete your personal information we collected directly from you and are maintaining. There may be instances where we are unable to delete personal information. The personal information may be:

- Necessary to complete a transaction or service you requested;
- Needed for security purposes;
- Needed to identify and repair system errors;
- Needed for the exercise of free speech or exercise another right provided for by law;
- Necessary for compliance with the California Electronic Communications Privacy Act;
- Necessary for internal business purposes;
- Needed to comply with laws or legal obligations; or
- Not something we collected directly from you.

## NON-DISCRIMINATION

We will not unlawfully discriminate against you for exercising your CCPA rights.

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## Contact Us

You may submit requests pursuant to the California Consumer Privacy Act (Right to Know, Delete, Opt-Out of Sale) in the following manner:

- Call us at 1-800-865-6035
- Online:
  - Via [State Farm Forms](#) if you have access to Company systems OR
  - Complete and return [this form](#) via U.S. Mail

For more information on your California privacy rights contact us at 800-865-6035 or [email us](#). Or, write to us at:

State Farm  
Attention: Enterprise Compliance & Ethics - Office of Privacy, C-2  
PO Box 2322  
Bloomington, IL 61704-2322

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