

# Important Information about the Privacy Center

## General Information

- On this website, you can make a data request to see certain personal data that Wells Fargo has collected about you or to delete certain personal data that Wells Fargo collected from you. We will only accept see and delete data requests through this site or by calling us at 1-844-774-9229. For Insurance Customer Data Requests, please see applicable section below.
- We will accept correction requests by email at [dataprivacymail@wellsfargo.com](mailto:dataprivacymail@wellsfargo.com) or by calling us at 1-844-774-9229.
- Personal data is information that identifies you, relates to you, or could reasonably be linked with you.
- We will not process a data request if we cannot confirm your identity or verify that the data we have is about you.
- For support in a language other than English, please call 1-844-774-9229.
- Si desea ayuda en español, llame al 1-844-774-9229.

## Data Requests from California Residents

The California Consumer Privacy Act (CCPA) permits every California resident to:

- Submit a data request regarding their personal data.
- Authorize another individual or legal entity (company) registered with the California Secretary of State to make a data request on his or her behalf.
- Make a data request for a minor child if the California resident is the minor child's custodial parent or guardian.
- The California Privacy Rights Act (CPRA) amends and expands the CCPA and permits every California resident to correct certain personal data that Wells Fargo has collected.

## Data Requests from Non-California Residents

- CCPA and CPRA only apply to California residents. However, all U.S. residents can submit a request to see or delete their personal data through the Privacy Center website or by calling us at 1-844-774-9229. We will handle Non-California requests in a similar manner in which we handle data requests of California residents, although we are not obligated to follow California law with regard to these requests.
- Wells Fargo reserves the right to stop accepting requests from non-California residents.

## Requests to See Personal Data

- You may submit data requests to see your personal data and how we've used it.
- The CCPA does not apply to certain information covered under the Gramm-Leach-Bliley Act, the Fair Credit Reporting Act, and certain other privacy laws. As a result, our response may not include information that we collect about individuals who obtain or apply for our personal, family, or household products and services.
- Our response will include a summary of the:
  - Business or commercial purposes for which we collected personal data about you.
  - Categories of personal data we collected about you.
  - Specific pieces of personal data that we collected about you.
  - Categories of sources from which we collected personal data.
  - Categories of third parties with whom we share personal data about you.
  - Categories of personal data disclosed.
- For security purposes and other reasons, certain specific pieces of personal data, such as Social Security number and financial account details, will not be provided. In these cases, we may refer you to the appropriate Wells Fargo contact center or website, unless applicable laws prohibit us from providing this information.
- Wells Fargo data requests are subject to verification, legal requirements, and legal exceptions. For example, Wells Fargo will not provide personal data if providing the data adversely affects the privacy rights of others.
- If you have recently contacted Wells Fargo to correct certain personal data that we have collected about you, the correction may not be reflected in our response to you based on internal processing times or other factors.

## Requests to Delete Personal Data

- You may request that we delete personal data we have collected from you.
- We may decline to honor a deletion request and instead retain personal data as required or permitted by law. For examples, see the section **How We Respond to Requests** below. Also, we may not delete personal data when the CCPA recognizes a business reason for retaining it such as when it is needed to comply with a legal obligation.
- Your deletion requests may not limit our direct marketing to you. To limit our marketing, please see the section **Additional Privacy Choices You Have**.

## How We Respond to Requests

- The personal data we handle is covered by a variety of federal and state privacy laws designed to ensure your privacy and data protection. Because those laws already apply to your personal data (or through other exceptions under the CCPA), we may not be obligated to include any or all personal data in our response to data requests.
- The CCPA does not require that our response include certain information, for example:

**Consumer Accounts.** Personal data connected with consumer accounts used for personal, family, or household purposes. The types of personal information described above are examples; we have not listed all types of personal information that may not be included in our response.

- For additional information about the use and sharing of personal data, please view our Wells Fargo U.S. Consumer Privacy Notice, available at [wellsfargo.com/privacy-security/individuals](https://wellsfargo.com/privacy-security/individuals). Other privacy notices which may apply to you are available at [wellsfargo.com/privacy-security](https://wellsfargo.com/privacy-security).

## Insurance Customers Data Requests

For requests related to insurance products from the following states (AK, AZ, CA, CT, GA, IL, ME, MA, MN, MT, NV, NJ, NC, OH, OR and VA), you can make a data request to see, delete, and in some cases, correct the personal data Wells Fargo has collected from or about you by submitting a request to [dataprivacymail@wellsfargo.com](mailto:dataprivacymail@wellsfargo.com). Please do not provide any sensitive, personal, or account-specific information in this email, except your full name and email address. We will be in touch with you to collect your personal information.

## Timing of Responses

- Wells Fargo will acknowledge receipt of your request within 10 days.
- Wells Fargo will respond to your request within 45 days of the date of your data request. Our response may:
  - Include documentation responsive to your request.
  - Notify you that we may need additional time to respond to your request.
  - Inform you that your request cannot be processed.
- As permitted by law, we reserve the right to decline to process a data request; for example, if a data request is unreasonable or excessive.

## Requests to Correct Personal Data

You may request to correct certain personal data by calling us at 1-844-774-9229 or by submitting a request to [dataprivacymail@wellsfargo.com](mailto:dataprivacymail@wellsfargo.com). Please do not provide any sensitive, personal, or account-specific information in this email, except your full name and email address. We will be in touch with you to collect your personal information.

## Additional Privacy Choices You Have

- You can limit our sharing and direct marketing to you by email, mail, or phone by calling:
  - If you have a Wells Fargo account
    - 1-888-528-8460
    - For other Wells Fargo relationships, consult your applicable privacy notice or business relationship manager
  - If you do not have a Wells Fargo account
    - 1-800-869-3557 (1-800-TO-WELLS)

At Wells Fargo, we value your privacy. If you have questions, please review our Frequently Asked Questions at [wellsfargo.com/privacycenter/](https://wellsfargo.com/privacycenter/) or call 1-844-774-9229, available Monday to Friday, 7:00 a.m. to 7:00 p.m. PST.