

# CCPA Consumer FAQs V5





## 1. What is CCPA?

The California Consumer Protection Act grants new rights to California consumers:

- The right to know what personal information is collected, used, shared or sold
- The right to delete personal information held by businesses
- The right to opt-out of sale of personal information
- The right to non-discrimination in terms of price or service when a consumer exercises a privacy right

## 2. How do we comply with CCPA?

To comply with CCPA, consumers must review and accept 365 Retail Market's Privacy Policy, on the point of sale kiosk.

## 3. What are the workflow changes for new account creation?

- When creating a new account, consumers will be prompted with 365 Retail Market's new Privacy Policy. They will be required to provide their consent to the policy to continue creating their new account..
- If consumers choose to register biometrics to their new account, they will be prompted with 365 Retail Market's new Biometric Policy. They will be required to provide their consent to the policy to save their biometrics to their account for future use.

## 4. What are the workflow changes for existing accounts – account login?

- When accessing their account for the first time after CCPA is put into effect, consumers will be prompted with 365 Retail Market's new Privacy Policy. They will be required to provide their consent to the policy to continue using their account on the kiosk.
- If consumers use their biometrics to login to their account for the first time after CCPA is put into effect, they will be prompted with 365 Retail Market's new Biometric Policy. They will be required to provide their consent to the policy to save their biometrics to their account for future use.

## 5. What are the workflow changes for existing accounts – account purchase?

- When accessing their account for the first time after CCPA is put into effect, consumers will be prompted with 365 Retail Market's new Privacy Policy. They will be required to provide their consent to the policy to continue using their account on the kiosk to make purchases.
- If consumers use their biometrics to login to their account for the first time after CCPA is put into effect, they will be prompted with 365 Retail Market's new Biometric Policy. They will be required to provide their consent to the policy to save their biometrics to their account for future use and to complete their purchase.



## 6. What happens to a consumer's account if they decline the Privacy Policy – new account?

If consumers choose not to provide their consent during the new account creation process, they will be brought back to the **Home** screen on the kiosk and an account will not be created for future use.

## 7. What happens to a consumer's account if they decline the Privacy Policy – existing account?

If a consumer chooses not to provide their consent to the new Privacy Policy, they will be prompted to email our Data Protection Officer (DPO) at [privacy@365smartshop.com](mailto:privacy@365smartshop.com). The DPO will permanently delete their account and all personal information from 365 Retail Market's servers, typically within seven days (unless a longer retention is needed). The consumer will not be able to use their account during this waiting period, unless they accept the policy.

## 8. What happens to a consumer's account if they accept the Privacy Policy but decline the Biometric Policy?

- If consumers choose not to provide their consent to the new Biometric Policy, they will be prompted to supply their email address and have their biometrics permanently deleted. The email address will be sent to the Data Protection Officer (DPO) at [privacy@365smartshop.com](mailto:privacy@365smartshop.com). The DPO will permanently delete their biometrics from 365 Retail Market's servers, typically within three days (unless a longer retention period is required by law). The consumer may still access their account by using a scan ID, their email address or the QR code on the 365Pay app.
- Starting in January 2020 (rel-191201-kiosk) this process will be automated, and the biometric record will be permanently deleted at the kiosk when the consumer declines the Biometric Policy.

## 9. What is the process for a consumer to get an account refund?

- 365 will confirm with the consumer by email that they want to permanently close their account and receive a refund. Information will be logged about the consumer to initiate the refund.
- 365 will inform the operator that a refund has been requested and provide all relevant consumer contact information.
- 365 will initiate the "Payout and Close" process. This will return any unused funds on the consumer's account to the operator in their next GMA disbursement.
- 365 will initiate the "Forget" process, where all the consumer's information is deleted
- The operator will give the consumer their refund.



## 10. Where can I view the latest terms and policies?

The latest terms and policies are available:

- From your account on the kiosk,
- In the 365pay app
- Online at: <https://365retailmarkets.com/consumer-policy>

