

Q: What is CCPA? What does it stand for?

A: CCPA stands for the California Consumer Privacy Act. It is a new data privacy law that provides privacy rights to California residents.

Q: Where can I find more information?

A: Navigate online to GM.com and click on "Privacy Statement" on the bottom of the page.

Q: What types of personal information does GM collect and how does GM use that information?

A: We believe the GM Privacy Statement best describes the personal information that GM collects and how GM uses that information. You can find the GM Privacy Statement on GM.com.

Q: What should I do if I am having trouble accessing the request form?

A: We support Apple Mac OS/Devices - Safari 11 browser, Windows 10 OS/Devices - Chrome (76), Microsoft Edge (16), IE 11, and Firefox (68) browsers

iPhone/iPad devices - Safari X browser, Samsung Galaxy 8 OS/Devices - Android Chrome (X). X Indicates latest available version. Try using a different browser if you are running into issues accessing the form.

Also, you may want to retry by reopening your browser after clearing your browser history/cache. If technical issues persist after taking these steps, please contact us at privacy@gm.com

Q: Who do I contact with privacy-related questions or to learn more about your Privacy Statement?

A: If you have concerns or questions regarding our consumer privacy practices or this Privacy Statement, you can contact us by email at privacy@gm.com

Q: What if I am not a California resident?

A: The privacy of all our customers is important to us. If you have questions about privacy you can contact us at privacy@gm.com

Q: Where can I find more information on the California Consumer Privacy Act?

A: For more information you can visit www.oag.ca.gov/privacy/ccpa

Q: How can I control the use of cookies and other identifiers?

A: As set forth in the applicable privacy statement, General Motors products and services may use cookies and other technologies that allow it to identify your devices in a unique manner. You can exercise control over access to these identifiers in the following ways:

Your browser or device may offer settings that allow you to manage whether cookies are set and to delete them. If you select to refuse or delete cookies, you will need to repeat this process if you use another computer or browser. For more information about the controls available to you, visit your browser or device's help instructions. If you choose to decline cookies, some of the functionality of General Motors websites may be impaired.

If you do not wish to receive personalized advertising or content from us, you may visit the Digital Advertising Alliance's Opt-Out page or click on the AdChoices icon located at the bottom of the website page (for GM websites) or on GM advertisements (for non-GM websites).

Your mobile device may offer settings that allow you to block the sharing of unique device IDs, such as device advertising identifiers. For more information, please visit your device's privacy settings or help instructions.

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Q. I submitted a CCPA request to GM. When can I expect to receive a response from GM?

A. For a request to know more about your information (a "Right to Know" request) or a request to delete your information (a "Right to Delete" request), you can expect to receive a response within forty-five days (the time period set by the CCPA). For a request that GM stop selling your information, you can expect to receive a response within fifteen days (the time period set by the CCPA).