

California Consumer Privacy Act of 2018 New Privacy Rights

April 13, 2020

Effective – January 1, 2020

States - California

Contact -

If you have any questions about these changes, please contact
PrivacyInfoRequest@genworth.com

You may be aware of the **California Consumer Privacy Act of 2018** ("CCPA") that went into effect January 1, 2020, and which grants **California residents** various rights with regard to their personal information held by a business. This bulletin outlines the requirements of the CCPA as well as guidance in how Genworth is complying with the new regulation, and what you need to do.

What you need to know

With the CCPA, new privacy rights include, but are not limited to, the following:

1. The right to request personal information the business has collected about the resident as well as how that personal information was used - "**request to know**," and
2. The right to request deletion of the personal information - "**request to delete**".

However, there are exemptions from the **request to know** and **request to delete** rights for certain types of personal information that are either governed by other laws and regulations (ex. Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Fair Credit Reporting Act ("FCRA"), and Gramm-Leach-Bliley Act ("GLBA")) or by the relationship the person has with the business, such as an employee or contractor (including independent contractors, agents, and producers).

We have updated our Online Privacy Policy on the Genworth.com website to include a notice for California residents informing them of their rights under the CCPA. You can access the California notice [here](#). The notice directs California residents to make a request to know or request to delete through the [Contact Request form](#) on the Genworth.com website or through 1-888-Genworth.

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Genworth companies include:

Genworth Life and Annuity Insurance Company, Richmond, VA

Genworth Life Insurance Company, Richmond, VA

Genworth Life Insurance Company of New York, New York, NY

Only Genworth Life Insurance Company of New York is admitted in and conducts business in New York.

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California Consumer Privacy Act of 2018

What you need to do

You are receiving this information to assist Genworth with responding to these requests. It is possible you will receive requests from California residents who would like to exercise their rights under the CCPA with respect to the personal information Genworth may have regarding that person. If you should receive a CCPA request from a California resident, please do the following:

1. If the request is by email, please forward that correspondence to PrivacyInfoRequest@genworth.com within three (3) days;
2. If the request is by a phone call, please take the caller's name, phone number, email address, whether they are a current customer or agent/producer, and information about the request and send that information by email to PrivacyInfoRequest@genworth.com within three (3) days; and
3. If the request is by mail, please scan the correspondence and send by email to PrivacyInfoRequest@genworth.com within three (3) days.

The request shall be retained for a period of at least twenty-four (24) months or longer per the applicable retention policy.

Our on-going responsibility

Please note that Genworth shall not take any discriminatory action on California residents who exercise their rights under the CCPA. Discriminatory actions include denying goods or services; charging different prices or rates for goods and services, including through use of discounts, other benefits, or impose penalties; providing a different level of goods or services, and suggesting that the individual will receive a different price, rate, or quality for goods or services.

Annually, you will receive a notice related to the CCPA as a refresher of the law and its requirements. You may also receive additional notices that provide information regarding new CCPA requirements as they become effective.

We appreciate your cooperation with assisting in this matter. Please send questions about this bulletin to PrivacyInfoRequest@genworth.com.