



# CCPA

## *Topic 1 – What is the CCPA?*

1. **Video:** Provide an overview of what the CCPA is and why it was implemented.
2. **Interactive Screen:** The impact the CCPA has on how we handle personal information. CCPA definition of personal information. Why it is important that we protect personal information.
3. **Interactive Screen:** Rules around collecting and handling personal information; Notice and Purpose, Access and Disclosure, Security and Accountability, Consent.
4. **Scenario:** Scenario around how personal information can be used to identify an individual.
5. **Key Learning:** All businesses have a legal obligation to tell customers what information they collect, the purpose for using it, and who it's sold to. This gives customers more control over their personal information, as they can request businesses to delete their information, as well as opt out of the sale of their personal information.
6. **Assessment:** Five-question quiz on the content presented in this topic.

## *Topic 2 – The CCPA in Action*

1. **Video:** Who does the CCPA apply to, exceptions to the CCPA, penalties for violations, consequences of failing to protect personal information.
2. **Interactive Screen:** Consumer rights; Right to Notice, Right to Request and Receive Disclosures, Right to Data Portability, Right to Deletion, Right to Opt Out, Right to Equal Service and Price.
3. **Scenario:** Scenario around the right to opt out and how that is communicated to consumers.
4. **Key Learning:** Any business that sells a customer's personal information is legally required to notify the customer that their information may be sold to a third party. They are also obliged to notify customers of their right to opt out and provide a link on their homepage that enables them to do so.
5. **Assessment:** Five-question quiz on the content presented in this topic.

## *Topic 3 – Our Responsibilities under the CCPA*

1. **Interactive Screen:** What are our responsibilities under the CCPA; vendor management, sharing personal information with third parties, providing the capability for consumers to submit requests, training requirements, “do not sell my personal information” option.
2. **Scenario:** Scenario around working with vendors.
3. **Key Learning:** In order to comply with the CCPA, it is our responsibility to ensure that any vendors who process our customers' personal information on our behalf are also compliant with CCPA laws.
4. **Scenario:** Scenario around working with third parties.
5. **Key Learning:** The CCPA laws restrict the sale of personal data to third parties; however, the term "selling" has a broad definition. A business may not necessarily receive payment in exchange for personal information, yet it could still be considered a sale of data.
6. **Assessment:** Five-question quiz on the content presented in this topic.

## *Topic 4 – Speaking Up*

1. Summary screen that wraps up the module and provides details of where to go to speak up.
2. Attestation screen.