
Frequently Asked Questions

Data Privacy

Question

Answer

What is the Wells Fargo Privacy Center?

The Wells Fargo Privacy Center is a resource for you to make requests related to personal information that our businesses located in the United States have collected about you.

If you'd like to submit requests to our international businesses, please visit <https://www.wellsfargo.com/privacy-security> for a list of our international privacy notices, and use the contact information for requests listed in the international privacy notice applicable to you.

Non-California residents can submit a request to see their personal data or a request to have their personal data deleted.

Is the Privacy Center available to California residents only?

No. All U.S. residents can use the Privacy Center to make personal data requests. Although California laws (including the California Consumer Privacy Act and California Privacy Rights Act) do not apply to non-California requests, we will generally handle requests from non-California residents in the same manner in which we handle personal data requests of California residents. For additional information, please read [Important Information about the Privacy Center \(PDF\)](#).

Certain states, including Arkansas, provide additional privacy protections for minors under the age of 18. Requests involving minors may be subject to additional requirements or limitations in accordance with applicable law.

What does it mean to make a "See data" request?

Once we verify your identity, we will provide personal data Wells Fargo has collected about you and how we have used the personal data, subject to requirements and exceptions under applicable law.

How will I get the results of my "See data" request?

Your results will be available online for 180 days in PDF format so you can save and print your results.

If you don't use your Wells Fargo Online® username and password to sign on to the Privacy Center, you can choose to receive your PDF results either electronically by secure email or the U.S. Postal Service.

Question	Answer
What types of information will I receive in my “See data” results?	Your results will include several types of information: • The business or commercial purposes for which we collected personal data about you. • The categories of personal data we collected about you. • The specific pieces of personal data that we collected about you. • The categories of sources from which we collected personal data. • The categories of third parties with whom we share personal data about you. • The categories of personal data disclosed. For security purposes or other reasons, certain specific pieces of data, such as Social Security Number and financial account details, may not be displayed.
I’m concerned about data security and privacy. Are there exclusions to the data you will provide in my “See data” response?	Yes. For security purposes or other reasons, certain specific pieces of data, such as Social Security Number and financial account details, will not be provided. Also, we may not include information that the law exempts or prohibits from disclosure. For example, we would not provide data if providing the data would adversely affect the privacy rights of others. For additional information, please read Important Information about the Privacy Center (PDF).
What does a “Delete data” request mean?	You may request that we delete personal data Wells Fargo has collected from you. Keep in mind, we may retain personal data as required or permitted by law. For additional information, please read Important Information about the Privacy Center (PDF).
How can I correct my personal data?	California residents may request to correct certain personal data by calling us at 1-844-774-9229 or by submitting a request to dataprivacymail@wellsfargo.com. Please do not provide any sensitive, personal, or account-specific information in this email, except your full name, mailing address and email address. We will be in touch with you to collect your personal information.

Question	Answer
Can I make a data request on behalf of someone else?	Yes, if you have authorization to make the data request on behalf of the other individual.. We must verify your identity, and you must provide documentation to show you have authorization. For example, if you have a power of attorney from the individual authorizing you to make the request, a court order showing legal guardianship or conservatorship, or birth certificate of a minor if you're the custodial parent, you may be eligible to make a request on someone else's behalf. For security reasons we will not process your request if we cannot confirm your identity, the individual's identity, or validate your authorization. Additional requirements apply when making requests on behalf of individuals under the age of 18. For children under 13, a parent or legal guardian must submit the request. For teens aged 13–17, requests may be submitted either by the individual or, where permitted, by a parent or legal guardian.
What documents do I need to submit to confirm my identity and/or verify authorization for making a request?	Please do not send us any original documents, as we do not return identification documentation. If you're not a Wells Fargo Online® customer, and are making a request for yourself, we will ask you for some information and require you to submit a copy of your government issued photo ID. We will accept your Driver's License, State ID or Matricula Card. If you're making a request on behalf of someone else, we require a copy of: - Your Driver's License, State ID or Matricula Card. - We will also ask for a copy of their Driver's License, State ID or Matricula Card. - A document to confirm you're authorized to make the request. We will accept a copy of a power of attorney, legal guardianship or conservatorship order, or a birth certificate of a minor if you're the custodial parent. If you're representing an organization, you must provide a copy of: - Proof that the individual has authorized your organization to make the request. We will accept a copy of a power of attorney, or legal guardianship or conservatorship order.

	• A copy of the individual's driver's license, State ID or Matricula Card. • Proof that you're authorized by the organization to make this request. We will accept a letter on the organization's letterhead, signed by an officer of the organization. Please use the Organization Authorization for On-Behalf-Of Request Template (PDF). • All documentation received in this process is used only to confirm your identity.
Can I request a reprint of my data request results?	Wells Fargo currently does not support the ability to reprint data request results. However, if you're a Wells Fargo Online® customer, you can sign on to the Privacy Center to access the PDF results of your data request. The PDF is available for 180 days. If you received your results electronically by email, you can save or print the attached PDF for future reference.
How can I get assistance in a language other than English?	We support a variety of languages. Please call the Wells Fargo Privacy Center at 1-844-774-9229.
How can I securely provide my identification documentation to Wells Fargo?	When making a data request from the Privacy Center, you will have the option to electronically upload a copy of your documents. Please do not email your documentation to us unless explicitly requested by secure email.
What does Wells Fargo do with my personal information?	Wells Fargo may use your personal data for multiple purposes depending on our relationship with you. Visit Privacy, Cookies, Security, and Legal to learn more. Wells Fargo applies additional limits on the collection, use, and sharing of personal data for individuals under the age of 18, including data minimization and use consistent with the purpose for which the data was collected.
Does Wells Fargo sell or share personal data?	Wells Fargo does not sell personal data. Wells Fargo may share personal data for purposes of cross-context behavioral advertising as stated in the Wells Fargo California Consumer Privacy Act Notice and Notice of Collection. The Notice can be found at: https://www.wellsfargo.com/privacy-security/notice-of-data-collection/ Wells Fargo does not engage in targeted advertising or the sale or sharing of personal data for individuals known to be under the age of 18 where required by applicable law.

How can I limit direct marketing from Wells Fargo?

You have choices when it comes to limiting direct marketing contact.

- If you have a Wells Fargo account call 1-888-528-8460 and the menu will guide you through your choices.
- Online and mobile banking customers – sign on and from the My Profile or Profile menu, select Change Privacy Preferences or Privacy Preferences. If you do not have a Wells Fargo account, call 1-800-869- 3557 (800-TO-WELLS).

Can an individual make a “See data”, “Delete data”, or “Correct data” request for their entire household?

No, an individual cannot make a “See data”, “Delete data” or “Correct data” request for a household. Wells Fargo primarily defines and maintains data at an individual level and does not return data for the entire household or offer the ability for households to make requests.

In cases where we may collect or associate household-level attributes to an individual and disclose this information within a Data Subject Request response, we will only do it in a way that does not infringe on another person’s privacy rights.

Are California Consumer Privacy Act and California Privacy Rights Act consumer data requests limited to domestic consumers only?

Yes. If you’d like to submit requests to our international businesses, please visit <https://www.wellsfargo.com/privacy-security/> for a list of our international privacy notices, and use the contact information for requests listed in the international privacy notice applicable to you.

How can an individual access their “See data” response PDF after incorrectly entering their One-Time Passcode (OTP) information?

After incorrectly entering OTP information three times, individuals will be locked out of their online banking account.

To unlock their account, individuals should call Online Customer Service at 1-866-609-3037. After their account is unlocked, individuals can access the Privacy Center using their online banking credentials. Within the Privacy Center, they can click the “See data” response PDF to request a new OTP

What should I do if I experience issues authenticating or accessing the Privacy Center to submit my request?

If you experience authentication or access issues when attempting to submit a request through the Privacy Center, you may contact us for assistance at DataPrivacyMail@WellsFargo.com.

How are data requests handled for children and teens?

Privacy rights and request handling may differ for individuals under the age of 18.

- For children under 13, a parent or legal guardian must submit requests on their behalf.
- For individuals aged 13–17, requests may be submitted directly by the individual, subject to identity verification requirements. In some cases, a parent or legal guardian may also be permitted to submit a request on their behalf.

Additional verification steps may be required to confirm authorization when requests involve minors. Wells Fargo applies enhanced privacy protections to personal data associated with minors, in accordance with applicable law.

Where do online banking customers go from the Privacy Center to change their privacy preferences?

Online banking customers can navigate to change their privacy preferences within the online banking portal by clicking on the “Change Privacy Preferences” link on the Privacy Center landing page. In the online banking portal, the “Change Privacy Preferences” link is located in the “Security & Support” menu under “Protect Your Accounts.” Customers can change their privacy preferences at any time.

Does Wells Fargo collect personal data at “brick and mortar” locations?

Yes. Wells Fargo collects personal data at various locations. The Wells Fargo California Consumer Privacy Act Notice describes the categories of personal data that Wells Fargo collects and the business and commercial purposes for which Wells Fargo uses personal data. The Notice can be found at: <https://www.wellsfargo.com/privacy-security/notice-of-data-collection/>

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