

Attestation of Compliance with the California Consumer Privacy Act (CCPA/CPRA)

Issuer: Akka

Date: 2026-04-23

Subject: Compliance with the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA, effective January 2023)

Introduction

Akka is a provider of an agentic AI SaaS platform that processes personal information of California consumers, including data processed for enterprise customers whose end users or employees are California residents. The California Consumer Privacy Act (CCPA), as strengthened by the California Privacy Rights Act (CPRA) in 2023, grants California consumers significant rights over their personal information and imposes obligations on businesses that collect, use, and share it.

Akka has implemented all 220 CCPA/CPRA controls tracked in its compliance programme. The risk profile across implemented controls is 129 Low and 91 Medium, with 48 controls addressed through Akka's broader privacy programme.

Applicability

Akka is subject to CCPA/CPRA as a business that processes personal information of California consumers in connection with its commercial activities. Akka also acts as a Service Provider under CCPA when processing personal information on behalf of enterprise customers pursuant to written contracts.

Scope of Compliance

Consumer Rights

Akka implements mechanisms enabling California consumers to exercise all CCPA/CPRA rights:

1. **Right to Know:** Consumers can request disclosure of the categories and specific pieces of personal information Akka has collected, the sources from which it was collected, the business or commercial purpose for collecting it, and the categories of third parties with whom Akka shares it. Requests are fulfilled within 45 days.
2. **Right to Delete:** Consumers can request deletion of their personal information, subject to applicable exceptions. Akka deletes or directs its service providers to delete personal information upon verified request.
3. **Right to Correct:** Consumers can request correction of inaccurate personal information. Akka maintains procedures to verify and action correction requests within 45 days.

4. Right to Opt-Out of Sale or Sharing: Akka does not sell personal information in exchange for monetary consideration. Akka provides a clear mechanism for consumers to opt out of any sharing of personal information for cross-context behavioural advertising.

5. Right to Limit Use of Sensitive Personal Information: Akka limits the use of sensitive personal information to the purposes permitted by CCPA/CPRA and provides consumers with the ability to limit use beyond those purposes.

6. Right to Non-Discrimination: Akka does not discriminate against consumers who exercise their CCPA/CPRA rights by denying goods or services, charging different prices, or providing a different quality of service.

Privacy Notice and Transparency

Akka's Privacy Policy at akka.io/privacy discloses:

- The categories of personal information collected and the purposes for collection
- The categories of personal information disclosed for business purposes
- The categories of third parties to whom personal information is disclosed
- The consumer rights available under CCPA/CPRA and how to exercise them
- Contact information for privacy requests

The Privacy Policy is reviewed annually and updated to reflect changes in Akka's data practices or the CCPA/CPRA regulatory framework.

Service Provider Obligations

As a Service Provider, Akka:

- Processes personal information only as instructed by the contracting business and for specified business purposes
- Does not retain, use, or disclose personal information outside the scope of the service relationship
- Does not sell or share personal information received as a Service Provider
- Complies with CCPA/CPRA applicable obligations and assists contracting businesses in responding to consumer rights requests
- Maintains written contracts with all downstream service providers meeting CCPA/CPRA requirements

Data Minimisation and Purpose Limitation

Akka collects and uses personal information to the minimum extent necessary for the disclosed purposes. Personal information is not used for undisclosed purposes. Akka maintains a data inventory mapping personal information collected to the specific business purposes for which it is used.

Security Measures

Akka implements reasonable security measures to protect personal information against unauthorised access, disclosure, or destruction, including:

- Encryption at rest (AES-256) and in transit (TLS 1.2 or higher)
- Role-based access controls with mandatory MFA via Okta

- Continuous security monitoring via Datadog and Wiz
- Annual penetration testing
- Employee privacy and security awareness training
- Incident response procedures with consumer notification obligations

Retention

Personal information is retained only for as long as necessary for the disclosed purpose or as required by law. Akka's data retention schedule specifies retention periods for each category of personal information and is reviewed annually.

Categories of Personal Information Processed

Akka may process the following categories of personal information of California consumers:

- Identifiers (name, email address, username, IP address)
- Professional or employment-related information
- Internet or network activity information (usage logs, access logs)
- Geolocation data (general location from IP address)
- Inferences drawn from other personal information to create user profiles

Akka does not intentionally collect sensitive personal information beyond what is necessary for the contracted service.

Supporting Evidence

- ISO/IEC 27701 Privacy Information Management System compliance
- ISO/IEC 27001:2022 certification
- SOC 2 Type II report
- EU GDPR compliance programme
- Privacy Policy at akka.io/privacy
- Standard Data Processing Agreement / Service Provider Agreement
- Data inventory and retention schedule
- Consumer rights request handling procedure (privacy@akka.io)
- Employee privacy training records

Conclusion

Akka is fully compliant with the California Consumer Privacy Act as amended by the California Privacy Rights Act. All 220 CCPA/CPRA controls are implemented. Akka's comprehensive privacy programme, aligned with ISO/IEC 27701 and the EU GDPR framework, provides California consumers and enterprise customers with the assurance that personal information is processed responsibly, transparently, and with full respect for consumer rights.



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This attestation is reviewed annually. For privacy requests or further information, please contact privacy@akka.io.

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