



STATE OF FLORIDA

ASHLEY MOODY
ATTORNEY GENERAL

May 28, 2020

VIA E-MAIL

Kevin A. Mayer, CEO
TikTok, Inc.
c/o Lydia Parnes
Wilson Sonsini Goodrich & Rosati
lparnes@wsgr.com

Re: TikTok, Inc.'s Child Security Measures

Dear Mr. Mayer:

As you are aware, there have been several media reports recently that have raised concerns regarding the effectiveness of the safeguards TikTok, Inc. ("TikTok") has in place surrounding children's use of its application. As a result, I have asked the Privacy bureau within my Consumer Protection Division to open an inquiry into the adequacy of the measures TikTok has undertaken to ensure the safety, security and privacy of children. Additionally, we have questions about the adequacy of the guidance, information and tools provided to parents by TikTok.

Please provide the following information by close of business June 2, 2020:

- The efforts TikTok is making to ensure that a parent receives direct notice of TikTok's practices regarding the collection, use, or disclosure of personal information from their children.
- How TikTok provides notice to parents of any material change in the collection, use, or disclosure practices of children's personal information to which the parent has previously consented.

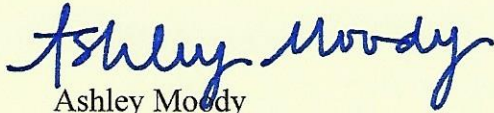
- Whether TikTok has posted a prominent and clearly labeled link to an online notice of its information practices with regard to children. If so, are these links posted at each area of the website or online service where personal information is collected from children?
- Whether TikTok collects biometric information of adults and children under the age of 13. If so, is facial recognition software employed? How do parents receive notice of the collection of biometric information for children under the age of 13? How long does TikTok retain biometric information?
- What TikTok does with the personal information it collects and, in particular, whether the information is disclosed to any entity outside of the company, whether in the United States or elsewhere. If information is disclosed to entities outside of the company, what disclosures are provided to parents and children regarding the use by the company of such information.
- How TikTok ensures it obtains verifiable parental consent before any collection, use, or disclosure of personal information from children, including consent to any material change in the collection, use, or disclosure practices to which the parent has previously consented.
- Whether TikTok provides guidance to parents on how to secure their children's TikTok accounts.
- The administrative tools TikTok utilizes to allow parents to control and/or monitor their children's activities on TikTok.
 - For each of these tools, please describe how TikTok alerts and informs parents and when this occurs.
- The specific practices or security measures TikTok utilizes to ensure the privacy and security of children under the age of 13.
- Whether persons age 13 years and older are permitted to interact through the TikTok application with children under 13.
- Whether TikTok has implemented any specific practices or security measures to prevent circumvention of age gating or other screening tools, such as the use of cookies, IP address tracking, or content monitoring.
- The measures in place to prevent children from changing their provided birthdate after creating an account.
- TikTok's data retention policies, both with respect to children under 13 and persons age 13 years or older. Specifically, is a child's personal information deleted at the

request of a parent?

- All other measures TikTok has implemented to ensure compliance with the Children's Online Privacy Protection Act.

The protection of our children in these uncertain times is even more essential than ever. Your timely response to this matter is therefore greatly appreciated. Should you have any questions regarding this matter, please feel free to contact Ed Moffitt, Multistate and Privacy Senior Financial Investigator at Edward.Moffitt@MyFloridaLegal.com or his direct line at (407) 845-6388.

Sincerely,

A handwritten signature in blue ink that reads "Ashley Moody". The signature is written in a cursive, flowing style.

Ashley Moody
Florida Attorney General