



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Barbara Juliano
[REDACTED]

APR 03 2015

Re: FOIA-2015-00804
Google consumer complaints

Dear Ms. Juliano:

This is in response to your request dated March 26, 2015 under the Freedom of Information Act seeking access to complaints filed against Google relating to unauthorized purchases in mobile apps by minors from 2013 to present. In accordance with the FOIA and agency policy, we have searched our records as of March 26, 2015, the date we received your request in our FOIA office.

We have located 79 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Andrea Kelly at (202) 326-2836.

Sincerely,

A handwritten signature in blue ink that reads "Sarah Mackey".

Sarah Mackey
Associate General Counsel