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9
10 *Attorneys for Plaintiff, individually and*
on behalf of all others similarly situated

11
12 UNITED STATES DISTRICT COURT
13 NORTHERN DISTRICT OF CALIFORNIA
14 SAN FRANCISCO/OAKLAND DIVISION
15

16 NAPOLEON PATACSIL, individually,
17 and on behalf of other persons similarly
situated,

18 Plaintiff,

19 v.

20 GOOGLE, INC.,

21 Defendant.
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Case No. 18-5062

CLASS ACTION COMPLAINT

DEMAND FOR JURY TRIAL

1 **I. INTRODUCTION**

2 1. The present action involves the surreptitious location tracking of millions of
3 mobile phone users by Defendant Google, Inc. (“Google”). Google is a mobile operating system
4 and mobile applications (“apps”) developer. Google expressly represented to users of its
5 operating system and apps that the activation of certain settings will prevent the tracking of users’
6 geolocations. This representation was false. Despite users’ attempts to protect their location
7 privacy, Google collects and stores users’ location data, thereby invading users’ reasonable
8 expectations of privacy, counter to Google’s own representations about how users can configure
9 Google’s products to prevent such egregious privacy violations.

10 2. The efforts of privacy-conscious individuals to avoid the improper collection and
11 storage of personal information – particularly sensitive personal information – must be protected.
12 As the Supreme Court recently recognized in *Carpenter v. United States*, 138 S. Ct. 2206 (2018),
13 location data is highly sensitive, not just because of what the data point alone says about an
14 individual (*i.e.*, where they were at a particular time), but also because of the massive amount of
15 personal information that can be extracted from location data (such as medical treatment, personal
16 relationships, and private interests). As Chief Justice John Roberts stated, “a cell phone—almost
17 a ‘feature of human anatomy[]’—tracks nearly exactly the movements of its owner.... A cell
18 phone faithfully follows its owner beyond public thoroughfares and into private residences,
19 doctor’s offices, political headquarters, and other potentially revealing locales,” and when a third-
20 party has access to the information stored on one’s cell phone, that entity “achieves near perfect
21 surveillance, as if it had attached an ankle monitor to the phone’s user.” *Id.* at 2218 (internal
22 citations omitted).

23 3. Despite the recognized sensitivity of location data, Google collects this data
24 against the express wishes and expectations of its users. As reported recently by the Associated
25 Press, “Google wants to know where you go so badly that it records your movements even when
26 you explicitly tell it not to.”¹ The report—corroborated by respected cyber security researchers—

27 ¹ Ryan Nakashima, “AP Exclusive: Google tracks your movements, like it or not,” The
28 Associated Press, August 13, 2018 (available at

found that Google technology, embedded on millions upon millions of smartphones, stores individuals' location information even if users activate a privacy setting purporting to prevent Google from doing so.

4. Google itself assured individuals that they could prevent Google from tracking them by disabling a feature called "Location History" on their devices. Google represented that a user "can turn off Location History at any time. With Location History off, the places you go are no longer stored."² This simply was not true. As revealed in the recent AP investigation—and confirmed by a team of researchers at Princeton University—Google continues to access and store the precise geolocation information of those individuals who have affirmatively turned off the Location History setting. Google modified—and continues to modify as of the date of this complaint—this and other representations after the publication of the AP Report and the resulting public outcry, as discussed in Section C, *infra*.

5. This conduct violates the California Invasion of Privacy Act, Cal. Pen. Code §§ 630, *et seq.* ("CIPA") and California's Constitutional Right to Privacy, and constitutes an unlawful intrusion upon seclusion.

II. THE PARTIES

6. Plaintiff Napoleon Patacsil resides in San Diego, California. Between 2016 and the present, Plaintiff owned and used an Apple iPhone that had various Google apps and functionalities downloaded onto the phone. While using these apps, Plaintiff Patacsil expressly attempted to limit Google's tracking of his location by managing his Location History settings – turning the apps' Location History storage option to "off." Nevertheless, Google continued to track his location information.

7. Prior to acquiring the iPhone in approximately 2016, Plaintiff owned and operated an Android mobile phone. Android is a mobile operating system developed by Google. In an express effort to protect his location history – and thus his privacy – from efforts by Google, and

<https://www.apnews.com/828aefab64d4411bac257a07c1af0ecb/AP-Exclusive:-Google-tracks-your-movements,-like-it-or-not> (hereafter, "AP Report") (accessed August 15, 2018).

² Google Account Help, "Manage of Delete Your Location History" (available at <https://support.google.com/accounts/answer/3118687?hl=en>) (accessed August 15, 2018).

any other third-parties, to track and record his location over time, Mr. Patacsil turned the Location History setting to “off” on this device. Nevertheless, Google continued to track his location information.

8. Defendant Google, Inc. (“Google,” “Defendant,” or “the Company”) is a United States corporation headquartered in Mountain View, California, and incorporated under the laws of Delaware.

III. JURISDICTION AND VENUE

9. This Court has subject matter jurisdiction over this action pursuant to 28 U.S.C. §§ 1332 and 1367 because this is a class action in which the matter or controversy exceeds the sum of \$5,000,000, exclusive of interest and costs, and in which some members of the proposed Class are citizens of a state different from defendant.

10. This Court has personal jurisdiction over Defendant because Defendant owns and operates a business that is headquartered in the Northern District of California and conducts substantial business throughout California.

11. Venue properly lies in this district pursuant to 28 U.S.C. § 1391(b)(1), as Google is headquartered in this district.

IV. STATEMENT OF FACTS

12. The overwhelming majority of mobile phones run on one of two operating systems:³ Android or iOS, which are developed by Google and Apple, respectively. On each of these operating systems, users can customize their devices to their preferences by “managing” various functionalities of their phones. They can, for example, change their time zone, preferred language, or screen brightness. Included among these functionalities is the option to turn on or off the retention of “Location History”—that is, the individual’s precise location information⁴ as

³ An operating system (“OS”), in its most general sense, is software that allows a user to run other applications on a computing device, such as a mobile phone. *Techopedia*, definition of “operating system” (available at <https://www.techopedia.com/definition/3515/operating-system-os>) (accessed August 15, 2018).


⁴ As used herein, “location information” or “location history” refers to any and all data obtained through an individual’s mobile device, which allows for the identification of that individual’s location either in the present or through historic record.

1 determined through the phone's GPS coordinates. Google represented that turning Location
 2 History off would prevent the company from remembering where an individual had been, should
 3 the individual so desire.

4 13. In addition to developing the Android operating system, Google also develops
 5 apps that can be downloaded on Android and iOS devices. Users can make customized settings
 6 and privacy decisions at the app level. A user can share location history with some apps—such as
 7 the weather map or a ride-sharing app—but decide *not* to share that information with other apps.
 8 A user can also share location information with a certain app at some times, but not at others.

9 14. Google represented to users of both its apps and its devices that it would not access
 10 – and would prevent other third-parties from accessing – an individual's location history if users
 11 took certain steps in managing their privacy settings. Google's support page on the
 12 subject stated: "You can turn off Location History at any time. **With Location History off, the**
 13 **places you go are no longer stored.**"⁵

14 15. Google represented that Android mobile phone owners may do this on their
 15 devices, by going to the phone's "Settings" tab, as follows:

- 16 1. On your Android phone or tablet, open your device's Settings app  > Google >
 Google Account.
- 17 2. At the top, tap Data & personalization.
- 18 3. Under "Activity controls," tap Location History.
- 19 4. Turn Location History on or off for your account or devices:
 - 20 • For your whole account and all devices associated with it, turn Use Location History
 on or off.
 - 21 • For a certain device only, turn that device's history on or off.

22 16. For iPhone users, Google explained that one must log into one's online account
 23 with Google to turn off Location History (as it does not control the Apple device's operating
 24 system):⁶

25
 26 ⁵ Google Account Help, "Manage or Delete Your Location History" (available at
 27 <https://support.google.com/accounts/answer/3118687?hl=en>) (emphasis added) (accessed August
 15, 2018).

28 ⁶ Google Account Help, "Location history for iPhone and iPad" (available at
<https://support.google.com/accounts/answer/4388034>) (accessed August 15, 2018).

Turn Location History on or off

Location History stores your location data from all devices that are signed in to your Google Account.

Note: When you pause Location History, it doesn't delete previous activity, it only stops saving new location information.

Using your browser

1. Go to the [Location history](#) section of your Google Account.
2. Turn Location History on or off.
 - Off: Confirm by tapping Pause.
 - On: Confirm by tapping Turn on.

Using the Google app

1. Open the Google app.
2. At the top right, tap your account photo. You might need to sign in.
3. Tap My Account > Personal info and privacy > Activity controls > Google Location History.
4. Turn the setting on or off. If you turn it off, confirm by tapping Stop storing location.

17. Google affirmatively—and misleadingly—represented to both Android and Apple device users that turning off “Location History” would result in Google ceasing to track, record, and use an individual’s location information.

A. Google Tracks Location Regardless of Privacy Settings.

18. Google published a support page to instruct users on how to manage and delete the user’s Location History which stated, “[w]ith Location History off, the places you go are no longer stored. When you turn off Location History for your Google Account, it’s off for all devices associated with that Google Account.”⁷

19. Google’s representation was false. As recently publicly revealed, turning off “Location History” only stopped Google from creating a location timeline that the *user* could view. Google, however, continues to track the phone owners and keep a record of their locations.

20. Even when “Location History” is turned off, a user’s location is stored every time she uses any of the myriad additional Google-controlled features on her mobile phone, including, *inter alia*, the Google Maps app, weather apps, and searches made with the phone’s mobile browser. Per the Associated Press:

For example, Google stores a snapshot of where you are when you merely open its Maps app. Automatic daily weather updates on Android phones pinpoint roughly where you are. And some

⁷ Google Account Help, “Manage or delete your Location History” (available at <https://support.google.com/accounts/answer/3118687?hl=en>) (accessed August 15, 2018).

searches that have nothing to do with location, like “chocolate chip cookies,” or “kids science kits,” pinpoint your precise latitude and longitude — accurate to the square foot — and save it to your Google account.⁸

21. Google’s conduct is contrary to users’ reasonable expectations of privacy. As Princeton computer scientist and former chief technologist for the Federal Communications Commission’s enforcement bureau, Jonathan Mayer, stated: “If you’re going to allow users to turn off something called ‘Location History,’ then all the places where you maintain location history should be turned off. That seems like a pretty straightforward position to have.”⁹

B. Preventing Google’s Collection and Storage of Location Information is Far More Complex than Google Represents.

22. Contrary to the plain language and simple process set forth in the Google support pages referenced above, in order to actually prevent location tracking, an individual must navigate to a deeply buried and non-obvious setting titled “Web & App Activity.”

23. Specifically, an individual must first sign in to her Google account on a browser (if an iPhone user) or through the Android settings menu (on an Android phone). In the browser, one can access her account settings by finding “Google Account” in the dropdown menu in the upper right-hand corner, then select “Personal Info & Privacy,” choose “Manage your Google Activity,” then click “Go to Activity Controls.” Once there, a setting called “Web & App Activity” is revealed, which can then be toggled off. A series of screenshots demonstrating these steps is attached hereto as Exhibit 2.

24. This process is counter-intuitive: Google obfuscates the fact that the “Web & App Activity” setting is related to location. Indeed, the setting resides directly *above*—but separate

⁸ AP Report. *See also*, Exhibit 1 (attached hereto): To demonstrate how powerful these other markers can be, the Associated Press (“AP”) created a visual map of the movements of Princeton postdoctoral researcher Gunes Acar, who carried an Android phone with Location History turned off, and shared a record of his Google account. The map includes Acar’s train commute on two trips to New York and visits to the High Line park, Chelsea Market, Hell’s Kitchen, Central Park, and Harlem. To protect his privacy, the AP didn’t plot the most telling and frequent marker—his home address.

⁹ *Id.*

1 and apart from—the Location History option, causing a reasonable user to conclude that the two
 2 items are distinct. Further, Google’s vague description of “Web & App Activity”—that it
 3 “[s]aves your activity on Google sites and apps to give you faster searches, better
 4 recommendations, and more personalized experiences in Maps, Search, and other Google
 5 services”¹⁰—provides no reasonable notice that it relates to GPS tracking accurate to less than a
 6 meter. To obtain any more detail beyond this meaningless description, an individual must click to
 7 “[l]earn more,” then scroll to what’s saved as “Web & App Activity,” and tap again on “[i]nfo
 8 about your searches & more” before Google even *mentions* location tracking.¹¹ This is plainly
 9 insufficient notice of the collection and storage of location information.

10 25. Google is aware that it hides the nature of its location tracking and intentionally
 11 complicates the opt-out process. Google itself offers at least *three* support pages on location
 12 titled: “Manage or delete your Location History,”¹² “Turn location on or off for your Android
 13 device,”¹³ and “Manage location settings for Android apps.”¹⁴ Strikingly, none of these makes
 14 any mention of “Web & App Activity”—allegedly the only true way to prevent location tracking.

15 **C. Google’s Ineffective Response to the AP Report Confirms and Continues Its**
 16 **Deceptive Behavior.**

17 26. In its initial response to the Associated Press exposé on April 13, 2018, Google
 18 failed to refute engaging in the identified conduct, but rather appeared to attempt a defense by
 19 stating: “We provide clear descriptions of these tools.”¹⁵

20
 21
 22 ¹⁰ Google Account Help, “Activity Controls” (available at
<https://myaccount.google.com/intro/activitycontrols>) (accessed August 15, 2018).

23 ¹¹ Google Search Help, “See & control your search activity” (available at
<https://support.google.com/websearch/answer/54068?co=GENIE.Platform%3DAndroid&oco=1>)
 24 (accessed August 15, 2018).

25 ¹² Google Account Help, “Manage or delete your Location History” (available at
<https://support.google.com/accounts/answer/3118687>) (accessed August 15, 2018).

26 ¹³ Google Account Help, “Turn location on or off for your Android device” (available at
<https://support.google.com/accounts/answer/3467281?hl=en>) (accessed August 15, 2018).

27 ¹⁴ Android Help, “Manage location settings for Android apps” (available at
<https://support.google.com/android/answer/6179507>) (accessed August 15, 2018).

28 ¹⁵ AP Report.

27. Google’s representation that such “clear descriptions” exist is false. First, Google publicly represented that preventing the storage of location data is as easy as turning “off” a settings switch, though in actuality that action is ineffective. Google silently endorsed well-known technology periodicals that propagated Google’s falsehood that toggling off Location History is an effective tool to prevent tracking.¹⁶ Second, while perpetuating the myth of an effective “Location History” switch, Google fails to make reasonably clear to users that they must take another complicated and poorly-labeled route altogether in order to turn off location tracking, *i.e.*, locating, identifying, and understanding a deeply-buried and non-obvious setting titled “Web & App Activity.”¹⁷

28. Three days after the AP Report was published, on August 16, 2018, Google reversed course and revised the description on its help page for the Location History setting—which previously stated simply “With Location History off, the places you go are no longer stored”—to read:

This setting does not affect other location services on your device, like Google Location Services and Find My Device. Some location data may be saved as part of your activity on other services, like Search and Maps. When you turn off Location History for your Google Account, it’s off for all devices associated with that Google Account.¹⁸

29. With this revision, Google disclosed for the first time that Google tracks users even after they have disabled the Location History setting. However, the new language remains vague, ambiguous, and deceptive, particularly the use and meaning of “some” and “may.” It does not specify what, if anything, is accomplished by turning off Location History; and it does not specify when Google continues to store location history despite the setting being turned off.

¹⁶ See, e.g., Matt Burgess, “How to stop Google from tracking you and delete your personal data,” *Wired* (Mar. 16, 2018) (available at <https://www.wired.co.uk/article/google-history-search-tracking-data-how-to-delete>) (accessed August 15, 2018); Greg Kumparak, “Google’s Location History Browser is a Minute-by-Minute Map of Your Life,” *TechCrunch* (Dec. 18, 2013) (available at <https://techcrunch.com/2013/12/18/google-location-history/>) (accessed August 15, 2018).

¹⁷ This function is set by default to share your information, including location.

¹⁸ Ryan Nakashima, “APNewsBreak: Google clarifies location-tracking policy,” *The Associated Press* (August 17, 2018) (available at <https://apnews.com/ef95c6a91eeb4d8e9dda9cad887bf211>) (accessed August 17, 2018).

Moreover, Google still makes no mention of the distinct setting deeply buried in “Web & App Activity” where a user can actually stop Google from recording location history.

D. The FTC has Found that Tracking Individuals’ Geolocations Without Permission (and In Contravention of Their Wishes) Is a Deceptive Trade Practice.

30. The FTC has expressly weighed in on the behavior complained of herein and found it to be a deceptive trade practice, in violation of Section 5 of the FTC Act.

31. In June 2016, the FTC announced that it had entered into a settlement agreement with a mobile advertising company, InMobi PTE, after the agency charged InMobi with deceptively tracking the locations of hundreds of millions of individuals without their knowledge or consent in order to serve them geo-targeted advertising (i.e. advertisements tailored to an individual based on where they live or places they frequent).

32. In a highly analogous case, the FTC alleged that InMobi misrepresented that its advertising software would only track consumers’ locations when they opted in to being tracked, and in a manner consistent with their device’s privacy settings. According to the FTC complaint,¹⁹ InMobi was actually tracking consumers’ locations whether or not the apps using InMobi’s software asked for consumers’ permission to do so, and even when consumers had denied permission to access their location information.

33. As a result of the FTC enforcement action, InMobi agreed to pay \$950,000 in civil penalties and implement a comprehensive privacy program, including a prohibition from collecting individuals’ location information without their affirmative express consent and a requirement that InMobi honor consumers’ location privacy settings. The company was required to delete all of the location information of consumers it had collected without their consent and was prohibited from further misrepresenting its privacy practices. The settlement also required

¹⁹ “Mobile Advertising Network InMobi Settles FTC Charges It Tracked Hundreds of Millions of Consumers’ Locations Without Permission,” Federal Trade Commission (June 22, 2016) (available at <https://www.ftc.gov/news-events/press-releases/2016/06/mobile-advertising-network-inmobi-settles-ftc-charges-it-tracked>) (accessed August 15, 2018).

1 InMobi to institute a comprehensive privacy program that will be independently audited every
2 two years for 20 years from the date of settlement.²⁰

3 34. The activities engaged in by Google, detailed in this complaint, mirror location
4 tracking activities condemned and sanctioned by the FTC.

5 **V. CLASS ALLEGATIONS**

6 35. Plaintiff brings this class action, pursuant to Rule 23 of the Federal Rules of Civil
7 Procedure, individually and on behalf of all members of the following classes, which are jointly
8 referred to throughout this Complaint as the “Class:”

9 **Android Class:** All natural persons residing in the United States
10 who own Android mobile phones, who turned off Location History,
11 and whose location information was nonetheless recorded and used
12 by Google.

12 **iPhone Class:** All natural persons residing in the United States who
13 own Apple mobile phones, who turned off Location History, and
14 whose location information was nonetheless recorded and used by
15 Google.

14 36. Excluded from each Class are the following individuals: officers and directors of
15 Google and its parents, subsidiaries, affiliates, and any entity in which Google has a controlling
16 interest; and all judges assigned to hear any aspect of this litigation, as well as their immediate
17 family members.

18 37. Plaintiff reserves the right to modify or amend the definition of each of the
19 proposed Classes before the Court determines whether certification is appropriate.

20 38. This action readily satisfies the requirements set forth under Federal Rule of Civil
21 Procedure 23:

22 a. Each Class is so numerous that joinder of all members is impracticable.
23 Upon information and belief, Class members number in the millions.

24 b. There are questions of law or fact common to the Classes. These questions
25 include, but are not limited to, the following:

26 ²⁰ “Stipulated Order for Permanent Injunction and Civil Penalty Judgment,” *United States of*
27 *America v. InMobi Pte, Ltd.*, Case No. 3:16-cv-3474 (NDCA) (Dkt. No. 2-1) (available at
28 <https://www.ftc.gov/system/files/documents/cases/160622inmobistip.pdf>) (accessed August 15,
2018).

i. Whether Google's acts and practices complained of herein amount to the use of an electronic tracking device to determine the location or movement of a person, in violation of Cal. Pen. Code § 637.7;

ii. Whether the technology utilized by Google—and embedded on the mobile devices of Plaintiff and Class members—are “electronic tracking devices” under Cal. Pen. Code § 637.7(d);

iii. Whether Google's acts and practices complained of herein amount to egregious breaches of social norms;

iv. Whether Google acted intentionally in violating Plaintiff's and Class members' privacy rights;

v. Whether an injunction should issue; and

vi. Whether declaratory relief should be granted.

c. Plaintiff's claims are typical of the claims of the Class in that Plaintiff, like all Class members, took efforts to prevent his phone's location history from being recorded and used by Google, yet despite these efforts and contrary to Google's representations, nonetheless had said location history recorded and used by Google. Plaintiff and the Class members did not consent to Google's collection and use of their location history, which acts form the basis for this suit.

d. Moreover, like all Class members, Plaintiff suffers a substantial risk of repeated injury in the future. Like all Class members, although Plaintiff wishes to control the circumstances under which his location information can be collected and used by Google, Google has shown deliberate indifference to those wishes and has indeed taken pains to deceive Plaintiff (and all Class members) and to thwart those wishes. Nonetheless, like all Class members, Plaintiff must own and use a mobile phone—itsself an effective prerequisite for modern life—but Google's deceptive and deliberate actions have thwarted and continue to threaten Plaintiff's (and Class members') ability to own such a phone without having his whereabouts constantly tracked, recorded, and used. Plaintiff and the Class members are entitled to injunctive and declaratory relief as a result of the conduct complained of herein. Because the conduct complained of herein

1 is systemic, Plaintiff and all Class Members face substantial risk of the same injury in the future.
 2 Google's conduct is common to all Class members and represents a common thread of conduct
 3 resulting in injury to all members of the Class. Plaintiff has suffered the harm alleged and has no
 4 interests antagonistic to any other Class member.

5 e. Plaintiff will fairly and adequately protect the interests of the Class.
 6 Plaintiff's interests do not conflict with the interests of the Class members. Furthermore, Plaintiff
 7 has retained competent counsel experienced in class action litigation, consumer protection
 8 litigation, and electronic privacy litigation. Plaintiff's counsel will fairly and adequately protect
 9 and represent the interests of the Class. FRCP 23(a)(4) and 23(g) are satisfied.

10 f. In acting as above-alleged, and in failing and refusing to cease and desist
 11 despite public outcry, Google has acted on grounds generally applicable to the entire Class,
 12 thereby making final injunctive relief and corresponding declaratory relief each appropriate with
 13 respect to the Class as a whole. The prosecution of separate actions by individual Class members
 14 would create the risk of inconsistent or varying adjudications with respect to individual Class
 15 members that would establish incompatible standards of conduct for Google.

16 g. Injunctive relief is necessary to prevent further unlawful and unfair conduct
 17 by Google. Money damages, alone, could not afford adequate and complete relief, and injunctive
 18 relief is necessary to restrain Google from continuing to commit its illegal and unfair violations of
 19 privacy.

20 **VI. CAUSES OF ACTION**

21 **COUNT ONE** 22 **(Violations of CIPA, Cal. Pen. Code §§ 630, *et seq.*)**

23 39. Plaintiff incorporates the preceding paragraphs of this complaint as if repeated here.

24 40. Cal. Pen. Code § 630 provides that "[t]he Legislature hereby declares that
 25 advances in science and technology have led to the development of new devices and techniques
 26 for the purpose of eavesdropping upon private communication and that the invasion of privacy
 27 resulting from the continual and increasing use of such devices and techniques has created a
 28

1 serious threat to the free exercise of personal liberties and cannot be tolerated in a free and
2 civilized society.”

3 41. Google’s acts and practices complained of herein, engaged in for purposes of
4 acquiring and using the geolocation of mobile phone users, without their consent—and indeed in
5 direct contravention of instructions clearly expressed through turning off the location history
6 function —violated and continues to violate Cal. Pen. Code § 637.7.

7 42. Cal. Pen. Code § 637.7 prohibits the use of an electronic tracking device to
8 determine the location or movement of a person.

9 43. In direct violation of this prohibition and without the consent of Plaintiff or Class
10 members—and indeed in direct contravention of those individuals’ clearly-expressed wishes—
11 Google continued to record, store, and use the location information of Plaintiff and Class
12 members after they disabled the Location History feature on their phones.

13 44. As described herein, Google utilized multiple devices that are “electronic tracking
14 devices” under Cal. Pen. Code § 637.7(d), in that Google employs and embeds a host of
15 technology—including but not limited to apps, firmware, device components, operating system
16 software, and other code—on each Class member’s phone (a “movable thing” under the statute),
17 and this technology “reveals its location or movement by the transmission of electronic signals.”

18 45. As a result of Google’s violations of Cal. Pen. Code § 637.7, and pursuant to Cal.
19 Pen. Code § 637.2, Plaintiff and Class members are entitled to the following relief:

- 20 a. A declaration that Google’s conduct violates CIPA;
- 21 b. Statutory damages and/or trebled actual damages;
- 22 c. Injunctive relief in the form of, *inter alia*, an order enjoining Google from
23 geolocating Class members in violation of CIPA;
- 24 d. Injunctive relief in the form of, *inter alia*, an order requiring Google to
25 destroy all data created or otherwise obtained from its illegal geolocation of Class members; and
- 26 e. An award of attorney’s fees and costs of litigation as provided by CIPA,
27 the private attorney general doctrine existing at common law and also codified at California Civil
28 Code Section 1021.5, and all other applicable laws.

COUNT TWO
(Intrusion Upon Seclusion)

46. Plaintiff repeats and realleges all preceding paragraphs contained herein.

47. Plaintiff and Class members have reasonable expectations of privacy in their mobile devices and their online behavior, generally. Plaintiff's and Class members' private affairs include their locations.

48. The reasonableness of such expectations of privacy is supported by Google's unique position to monitor Plaintiff's and Class members' behavior through its access to Plaintiff's and Class members' private mobile devices. It is further supported by the surreptitious and non-intuitive nature of Defendant's tracking.

49. Defendant intentionally intruded on and into Plaintiff's and Class members' solitude, seclusion, or private affairs by intentionally geolocating them.

50. These intrusions are highly offensive to a reasonable person. This is evidenced by, *inter alia*, Supreme Court precedent (most recently and forcefully articulated in the *Carpenter* opinion), legislation enacted by Congress, rules promulgated and enforcement actions undertaken by the FTC, and countless studies, op-eds, and articles decrying location tracking. Moreover, Google engaged in true tracking of location history deceptively and in direct contradiction of the express instructions of Plaintiff and the members of the Class. Also supporting the highly offensive nature of Defendant's conduct is the fact that Defendant's principal goal was to surreptitiously monitor Plaintiff and Class members and to allow third-parties to do the same.

51. Plaintiff and Class members were harmed by the intrusion into their private affairs as detailed throughout this Complaint.

52. Google's actions and conduct complained of herein were a substantial factor in causing the harm suffered by Plaintiff and Class members.

53. As a result of Google's actions, Plaintiff and Class members seek damages and punitive damages in an amount to be determined at trial. Plaintiff and Class members seek punitive damages because Google's actions—which were malicious, oppressive, and willful—were calculated to injure Plaintiff and Class members and made in conscious disregard of

1 Plaintiff's and Class members' rights. Punitive damages are warranted to deter Google from
 2 engaging in future misconduct.

3 **COUNT THREE**
 4 **California Constitutional Right to Privacy**

5 54. Plaintiff repeats and realleges all preceding paragraphs contained herein.

6 55. Plaintiff and Class members have reasonable expectations of privacy in their
 7 mobile devices and their online behavior, generally. Plaintiff's and Class members' private
 8 affairs include their behavior on their mobile devices as well as any other behavior that may be
 9 monitored by the surreptitious tracking employed or otherwise enabled by location tracking.

10 56. Google intentionally intruded on and into Plaintiff's and Class members' solitude,
 11 seclusion, right of privacy, or private affairs by intentionally tracking their location.

12 57. These intrusions are highly offensive to a reasonable person, because they
 13 disclosed sensitive and confidential location information, constituting an egregious breach of
 14 social norms. This is evidenced by, *inter alia*, Supreme Court precedent (most recently and
 15 forcefully articulated in the *Carpenter* opinion), legislation enacted by Congress, rules
 16 promulgated and enforcement actions undertaken by the FTC, and countless studies, op-eds, and
 17 articles decrying location tracking. Further, the extent of the intrusion cannot be fully known, as
 18 the nature of privacy invasion involves sharing Plaintiff's and Class members' location
 19 information with potentially countless third-parties, known and unknown, for undisclosed and
 20 potentially unknowable purposes, in perpetuity.

21 58. Plaintiff and Class members were harmed by the intrusion into their private affairs
 22 as detailed throughout this Complaint.

23 59. Google's actions and conduct complained of herein were a substantial factor in
 24 causing the harm suffered by Plaintiff and Class members.

25 60. As a result of Google's actions, Plaintiff and Class members seek damages and
 26 punitive damages in an amount to be determined at trial. Plaintiff and Class members seek
 27 punitive damages because Google's actions—which were malicious, oppressive, and willful—
 28 were calculated to injure Plaintiff and Class members and made in conscious disregard of

1 Plaintiff's and Class members' rights. Punitive damages are warranted to deter Google from
 2 engaging in future misconduct.

3 **PRAYER FOR RELIEF**

4 WHEREFORE, Plaintiff requests that judgment be entered against Google and that the
 5 Court grant the following:

6 A. An order determining that this action may be maintained as a class action under
 7 Rule 23 of the Federal Rules of Civil Procedure, that Plaintiff is a proper class representative, that
 8 Plaintiff's attorneys shall be appointed as Class counsel pursuant to Rule 23(g) of the Federal
 9 Rules of Civil Procedure, and that Class notice be promptly issued;

10 B. Judgment against Google for Plaintiff's and Class Members' asserted causes of
 11 action;

12 C. Appropriate declaratory relief against Google;

13 D. Injunctive relief in the form of, *inter alia*, an order enjoining Google from
 14 continuing its practice of recording and using Plaintiff's and Class members' location information
 15 against their wishes and in violation of CIPA;

16 E. Injunctive relief related to CIPA in the form of, *inter alia*, an order requiring
 17 Google to destroy all data acquired, created, or otherwise obtained from the unlawful recording
 18 and use of the location information of Plaintiff and Class members;

19 F. An award of damages pursuant to Cal. Pen. Code § 637.2;

20 G. Reasonable attorney's fees and costs reasonably incurred; and

21 H. Any and all other and further relief to which Plaintiff and the Class may be
 22 entitled.

23 **DEMAND FOR JURY TRIAL**

24 Plaintiff hereby demands a trial by jury of all issues so triable.

25
 26 Dated: August 17, 2018

Respectfully Submitted,

27 /s/ Michael W. Sobol
 28

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13 Facsimile: 501.312.8505

14 *Attorneys for Plaintiff, individually and*
15 *on behalf of all others similarly situated*
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EXHIBIT 1



'Location history' off? Google's still tracking you

An AP investigation found that Google saves your location history even if you've paused "Location History" on mobile devices. This map shows where Princeton privacy researcher Gunes Acar travelled over several days, from data saved to his Google account despite "Location History" being off.

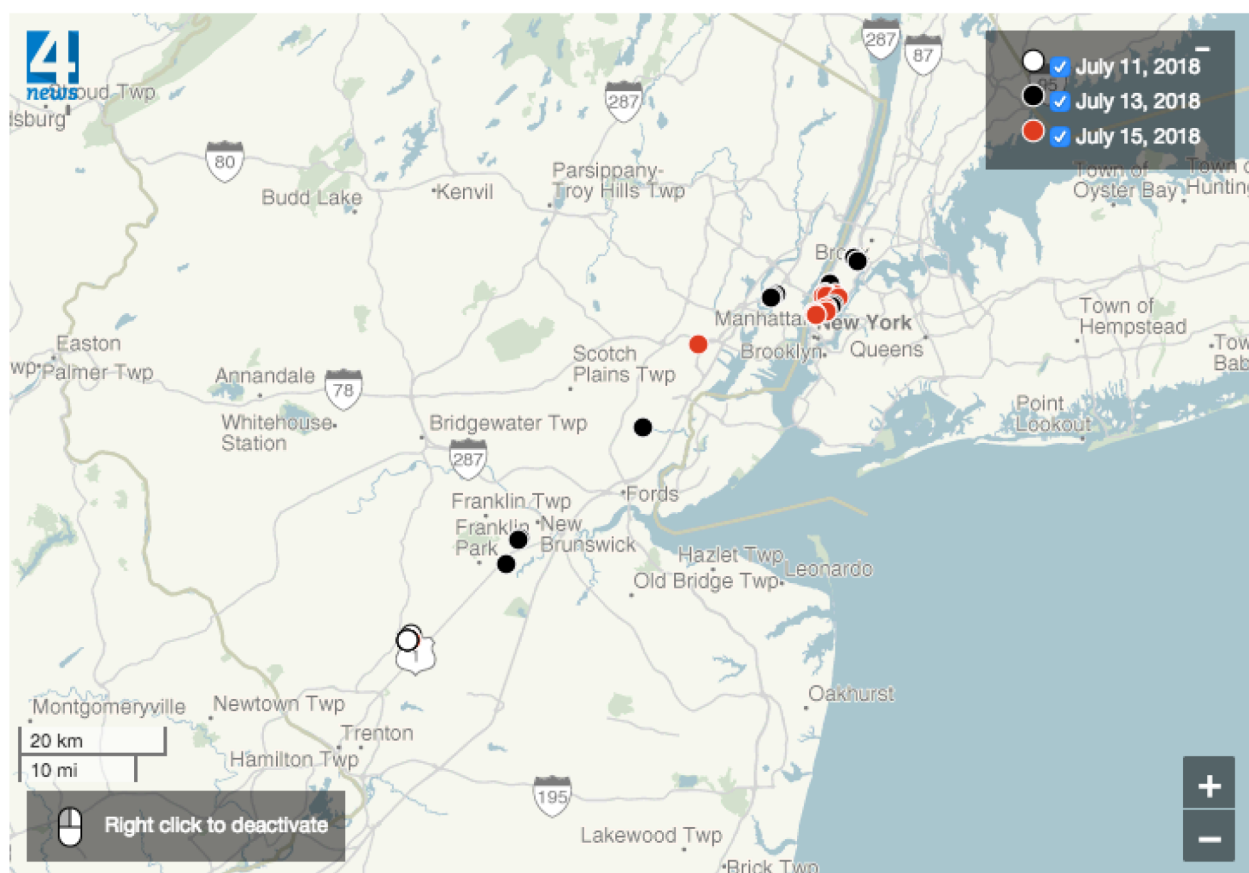
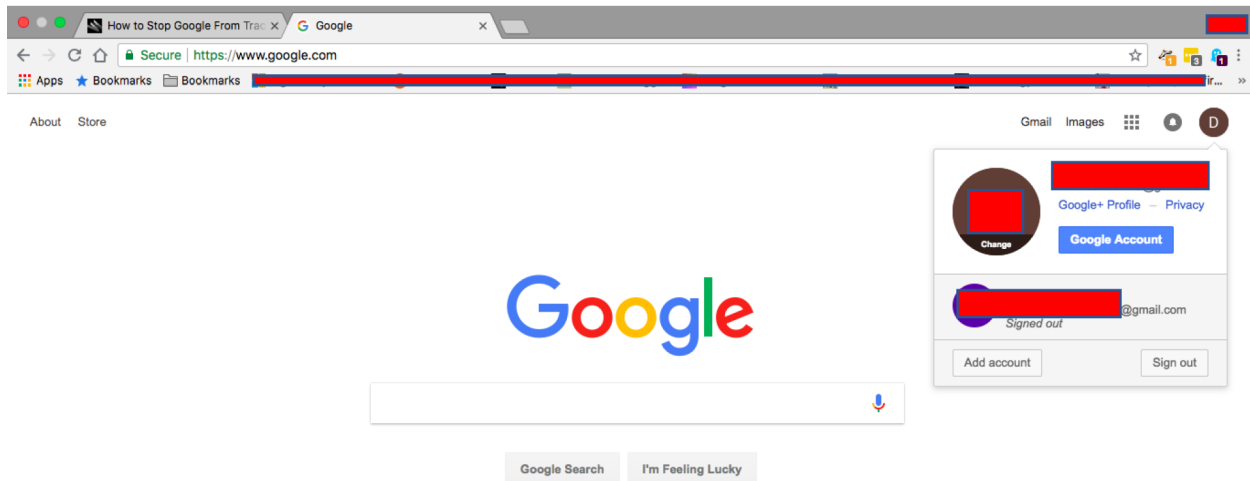


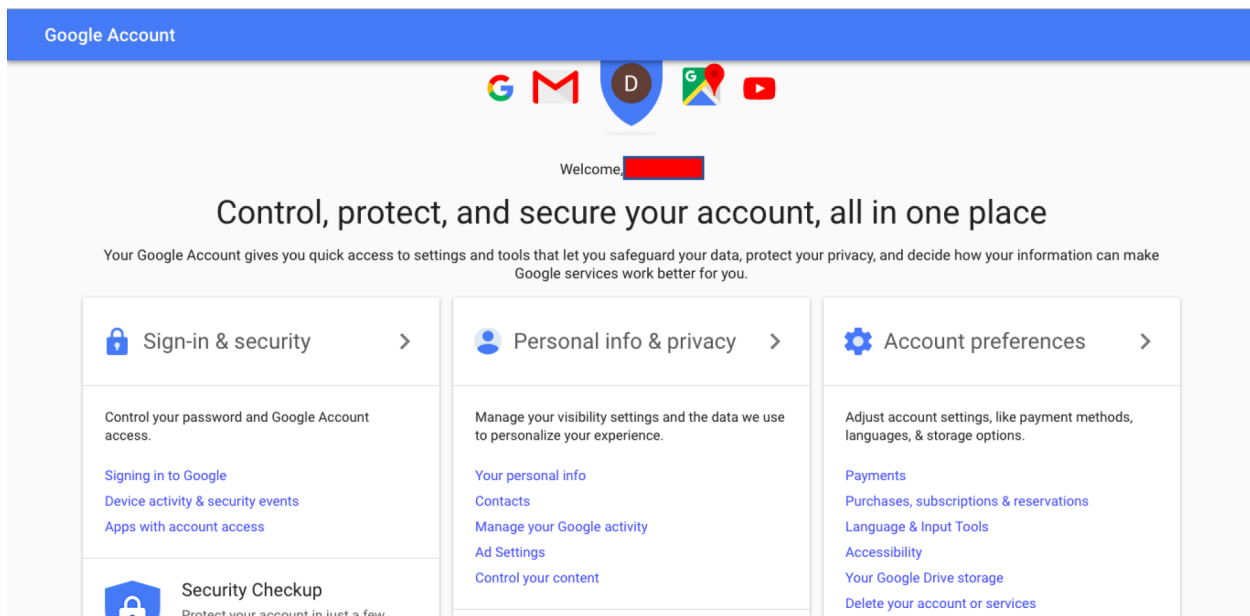


EXHIBIT 2

Step 1



Step 2



Step 3

Google Account

Welcome

Sign-in & security

Signing in to Google

Device activity & security events

Apps with account access

Personal info & privacy

Your personal info

Contacts

Manage your Google activity

Ad Settings

Control your content

Account preferences

Payments

Purchases, subscriptions & reservations

Language & Input Tools

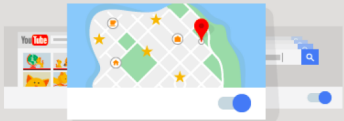
Personal info & privacy

Manage your Google activity

You have lots of tools for controlling and reviewing your Google activity. These help you decide how to make Google services work better for you.

Activity controls

Tell Google which types of data you'd like to save to improve your Google experience.



Activity controls

You control what data gets saved to your Google Account. Turn these settings on to make Google services more useful to you or pause them at any time.

GO TO ACTIVITY CONTROLS

Google Account

Welcome

Sign-in & security

Signing in to Google

Device activity & security events

Apps with account access

Personal info & privacy

Your personal info

Contacts

Manage your Google activity

Ad Settings

Control your content

Account preferences

Payments

Purchases, subscriptions & reservations

Language & Input Tools

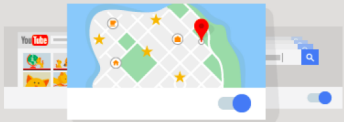
Personal info & privacy

Manage your Google activity

You have lots of tools for controlling and reviewing your Google activity. These help you decide how to make Google services work better for you.

Activity controls

Tell Google which types of data you'd like to save to improve your Google experience.



Activity controls

You control what data gets saved to your Google Account. Turn these settings on to make Google services more useful to you or pause them at any time.

GO TO ACTIVITY CONTROLS

Step 4

[illegible]


Activity controls

Saves your activity on Google sites and apps to give you faster searches, better recommendations, and more personalized experiences in Maps, Search, and other Google services. [Learn more](#)

☐ Include Chrome history and activity from sites, apps, and devices that use Google services

[MANAGE ACTIVITY](#)

Activity may be saved from another account if you use a shared device or sign in with multiple accounts. Learn more at support.google.com.



A stylized map graphic showing various locations marked with stars and icons (like a house, a car, and a person) connected by lines, representing movement and location history.


Location History (paused)

Saves where you go with your devices to give you personalized maps, recommendations based on places you've visited, and more. [Learn more](#)

Step 5



Turn on additional Web & App Activity?

@gmail.com

Additional Web & App Activity saves your activity from sites, apps, and devices that use Google services, including:

- activity from sites and apps that partner with Google to show ads
- Chrome history (if Chrome Sync is turned on)
- app activity, including data that apps share with Google
- Android usage & diagnostics, like battery level, how often you use your device and apps, and system errors

If you use your device without an internet connection, your data may be saved to your account once you return online.

Not all Google services save this data to your account.

This data helps Google give you more personalized experiences across Google services, like helpful app and content recommendations, and useful ads, both on and off Google.

This data may be saved and used in any Google service where you are signed in to give you more personalized experiences. You can see your data, delete it and change your settings at account.google.com.

CIVIL COVER SHEET

The JS-CAND 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved in its original form by the Judicial Conference of the United States in September 1974, is required for the Clerk of Court to initiate the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

I. (a) PLAINTIFFS
NAPOLEON PATACCSIL, individually and on behalf of all others similarly situated

(b) County of Residence of First Listed Plaintiff San Diego County, California
(EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number)
Please see Attachment A

DEFENDANTS
GOOGLE, INC.

County of Residence of First Listed Defendant Santa Clara County, California
(IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.

Attorneys (If Known)

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

☐ 1 U.S. Government Plaintiff

☐ 2 U.S. Government Defendant

☐ 3 Federal Question
(U.S. Government Not a Party)

☒ 4 Diversity
(Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

	PTF	DEF		PTF	DEF
Citizen of This State	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 1	Incorporated or Principal Place of Business In This State	<input type="checkbox"/> 4	<input checked="" type="checkbox"/> 4
Citizen of Another State	<input type="checkbox"/> 2	<input type="checkbox"/> 2	Incorporated and Principal Place of Business In Another State	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Citizen or Subject of a Foreign Country	<input type="checkbox"/> 3	<input type="checkbox"/> 3	Foreign Nation	<input type="checkbox"/> 6	<input type="checkbox"/> 6

IV. NATURE OF SUIT (Place an "X" in One Box Only)

CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
<div>110 Insurance</div> <div>120 Marine</div> <div>130 Miller Act</div> <div>140 Negotiable Instrument</div> <div>150 Recovery of Overpayment Of Veteran's Benefits</div> <div>151 Medicare Act</div> <div>152 Recovery of Defaulted Student Loans (Excludes Veterans)</div> <div>153 Recovery of Overpayment of Veteran's Benefits</div> <div>160 Stockholders' Suits</div> <div>190 Other Contract</div> <div>195 Contract Product Liability</div> <div>196 Franchise</div> <div>REAL PROPERTY</div> <div>210 Land Condemnation</div> <div>220 Foreclosure</div> <div>230 Rent Lease & Ejectment</div> <div>240 Torts to Land</div> <div>245 Tort Product Liability</div> <div>290 All Other Real Property</div>	<div>PERSONAL INJURY</div> <div>310 Airplane</div> <div>315 Airplane Product Liability</div> <div>320 Assault, Libel & Slander</div> <div>330 Federal Employers' Liability</div> <div>340 Marine</div> <div>345 Marine Product Liability</div> <div>350 Motor Vehicle</div> <div>355 Motor Vehicle Product Liability</div> <div><input checked="" type="checkbox"/> 360 Other Personal Injury</div> <div>362 Personal Injury -Medical Malpractice</div> <div>CIVIL RIGHTS</div> <div>440 Other Civil Rights</div> <div>441 Voting</div> <div>442 Employment</div> <div>443 Housing/ Accommodations</div> <div>445 Amer. w/Disabilities-- Employment</div> <div>446 Amer. w/Disabilities--Other</div> <div>448 Education</div> <div>PERSONAL INJURY</div> <div>365 Personal Injury -- Product Liability</div> <div>367 Health Care/ Pharmaceutical Personal Injury Product Liability</div> <div>368 Asbestos Personal Injury Product Liability</div> <div>PERSONAL PROPERTY</div> <div>370 Other Fraud</div> <div>371 Truth in Lending</div> <div>380 Other Personal Property Damage</div> <div>385 Property Damage Product Liability</div> <div>HABEAS CORPUS</div> <div>463 Alien Detainee</div> <div>510 Motions to Vacate Sentence</div> <div>530 General</div> <div>535 Death Penalty</div> <div>OTHER</div> <div>540 Mandamus & Other</div> <div>550 Civil Rights</div> <div>555 Prison Condition</div> <div>560 Civil Detainee-- Conditions of Confinement</div>	<div>625 Drug Related Seizure of Property 21 USC § 881</div> <div>690 Other</div> <div>LABOR</div> <div>710 Fair Labor Standards Act</div> <div>720 Labor/Management Relations</div> <div>740 Railway Labor Act</div> <div>751 Family and Medical Leave Act</div> <div>790 Other Labor Litigation</div> <div>791 Employee Retirement Income Security Act</div> <div>IMMIGRATION</div> <div>462 Naturalization Application</div> <div>465 Other Immigration Actions</div>	<div>422 Appeal 28 USC § 158</div> <div>423 Withdrawal 28 USC § 157</div> <div>PROPERTY RIGHTS</div> <div>820 Copyrights</div> <div>830 Patent</div> <div>835 Patent--Abbreviated New Drug Application</div> <div>840 Trademark</div> <div>SOCIAL SECURITY</div> <div>861 HIA (1395ff)</div> <div>862 Black Lung (923)</div> <div>863 DIWC/DIWW (405(g))</div> <div>864 SSID Title XVI</div> <div>865 RSI (405(g))</div> <div>FEDERAL TAX SUITS</div> <div>870 Taxes (U.S. Plaintiff or Defendant)</div> <div>871 IRS--Third Party 26 USC § 7609</div>	<div>375 False Claims Act</div> <div>376 Qui Tam (31 USC § 3729(a))</div> <div>400 State Reapportionment</div> <div>410 Antitrust</div> <div>430 Banks and Banking</div> <div>450 Commerce</div> <div>460 Deportation</div> <div>470 Racketeer Influenced & Corrupt Organizations</div> <div>480 Consumer Credit</div> <div>490 Cable/Sat TV</div> <div>850 Securities/Commodities/ Exchange</div> <div>890 Other Statutory Actions</div> <div>891 Agricultural Acts</div> <div>893 Environmental Matters</div> <div>895 Freedom of Information Act</div> <div>896 Arbitration</div> <div>899 Administrative Procedure Act/Review or Appeal of Agency Decision</div> <div>950 Constitutionality of State Statutes</div>

V. ORIGIN (Place an "X" in One Box Only)

☒ 1 Original Proceeding

☐ 2 Removed from State Court

☐ 3 Remanded from Appellate Court

☐ 4 Reinstated or Reopened

☐ 5 Transferred from Another District (specify)

☐ 6 Multidistrict Litigation--Transfer

☐ 8 Multidistrict Litigation--Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):
28 U.S.C. § 1332(d)(2)
Brief description of cause:
Privacy violations under the California Invasion of Privacy Act and the California Constitution and intrusion upon seclusion.

VII. REQUESTED IN COMPLAINT:

☒ CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, Fed. R. Civ. P.

DEMAND \$

CHECK YES only if demanded in complaint:
JURY DEMAND: ☒ Yes ☐ No

VIII. RELATED CASE(S), IF ANY (See instructions):

JUDGE

DOCKET NUMBER

IX. DIVISIONAL ASSIGNMENT (Civil Local Rule 3-2)
(Place an "X" in One Box Only)

☒ SAN FRANCISCO/OAKLAND

☐ SAN JOSE

☐ EUREKA-MCKINLEYVILLE

DATE 08/17/2018

SIGNATURE OF ATTORNEY OF RECORD /s/ Michael W. Sobol

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS-CAND 44

Authority For Civil Cover Sheet. The JS-CAND 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved in its original form by the Judicial Conference of the United States in September 1974, is required for the Clerk of Court to initiate the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- I. a) Plaintiffs-Defendants.** Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
 - b) County of Residence.** For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the “defendant” is the location of the tract of land involved.)
 - c) Attorneys.** Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section “(see attachment).”
- II. Jurisdiction.** The basis of jurisdiction is set forth under Federal Rule of Civil Procedure 8(a), which requires that jurisdictions be shown in pleadings. Place an “X” in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.
- (1) United States plaintiff. Jurisdiction based on 28 USC §§ 1345 and 1348. Suits by agencies and officers of the United States are included here.
 - (2) United States defendant. When the plaintiff is suing the United States, its officers or agencies, place an “X” in this box.
 - (3) Federal question. This refers to suits under 28 USC § 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.
 - (4) Diversity of citizenship. This refers to suits under 28 USC § 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; **NOTE: federal question actions take precedence over diversity cases.**)
- III. Residence (citizenship) of Principal Parties.** This section of the JS-CAND 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit.** Place an “X” in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerk(s) in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin.** Place an “X” in one of the six boxes.
- (1) Original Proceedings. Cases originating in the United States district courts.
 - (2) Removed from State Court. Proceedings initiated in state courts may be removed to the district courts under Title 28 USC § 1441. When the petition for removal is granted, check this box.
 - (3) Remanded from Appellate Court. Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.
 - (4) Reinstated or Reopened. Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.
 - (5) Transferred from Another District. For cases transferred under Title 28 USC § 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.
 - (6) Multidistrict Litigation Transfer. Check this box when a multidistrict case is transferred into the district under authority of Title 28 USC § 1407. When this box is checked, do not check (5) above.
 - (8) Multidistrict Litigation Direct File. Check this box when a multidistrict litigation case is filed in the same district as the Master MDL docket.
- Please note that there is no Origin Code 7. Origin Code 7 was used for historical records and is no longer relevant due to changes in statute.
- VI. Cause of Action.** Report the civil statute directly related to the cause of action and give a brief description of the cause. **Do not cite jurisdictional statutes unless diversity.** Example: U.S. Civil Statute: 47 USC § 553. Brief Description: Unauthorized reception of cable service.
- VII. Requested in Complaint.** Class Action. Place an “X” in this box if you are filing a class action under Federal Rule of Civil Procedure 23.
- Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction.
- Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases.** This section of the JS-CAND 44 is used to identify related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.
- IX. Divisional Assignment.** If the Nature of Suit is under Property Rights or Prisoner Petitions or the matter is a Securities Class Action, leave this section blank. For all other cases, identify the divisional venue according to Civil Local Rule 3-2: “the county in which a substantial part of the events or omissions which give rise to the claim occurred or in which a substantial part of the property that is the subject of the action is situated.”

Date and Attorney Signature. Date and sign the civil cover sheet.

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
SAN FRANCISCO/OAKLAND DIVISION

NAPOLEON PATACSIL, individually and
on behalf of all others similarly situated,

Plaintiff,

v.

GOOGLE, INC.,

Defendant.

Case No.

CLASS ACTION COMPLAINT

DEMAND FOR JURY TRIAL

**ATTACHMENT A
ATTORNEYS FOR PLAINTIFFS**

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Telephone: 501.312.8500
Facsimile: 501.312.8505

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: [Class Action Lawsuit: Google Collects Location Data Even with Tracking Turned Off](#)
