

Consumer Personal Information Request Metrics
For Calendar Year 2020

The Deloitte US Firms* have compiled the following data regarding consumers who made personal information requests under the California Consumer Privacy Act (CCPA) or otherwise from January 1 – December 31, 2020. In accordance with CCPA Regulation § 999.317, this information is being made available via the relevant privacy notices on Deloitte.com.

For the period of January 1 – December 31, 2020:

- Number of Consumers who Made Requests 134
- Type of Requests Received**:
 - Number of Requests to Opt-Out 63
 - Number of Requests to Delete 91
 - Number of Requests to Know 17
- Disposition by Type of Request

<u>Disposition</u>	<u>Request to Opt-Out</u>	<u>Request to Delete</u>	<u>Request to Know</u>
Fulfilled	31	20	6
Fulfilled in Part	0	0	0
Denied	32	71	11
- Time to Respond
 - Median # of days to respond to a Request 14 days

The Deloitte US Firms manage and process all consumer personal information requests received and do not restrict the process to only Californian consumers. This data reflects all consumer personal information requests received in 2020.

* The Deloitte US Firms refers to Deloitte USA LLP, Deloitte LLP, and their respective affiliates.

** Many requests involve multiple actions. For purposes of this data, each type of request is reflected and counted separately. For example, a request to delete and opt-out is counted as two requests.