

## Requests to Know

Month / Year	Total Number of Requests Received	Number of Denials	Number of Days taken to complete the Request *
January 2020	48	3	12
February 2020	34	3	9
March 2020	55	7	7
April 2020	33	3	4
May 2020	25	9	4
June 2020	9	4	9
July 2020	10	6	7
August 2020	7	4	16
September 2020	9	1	5
October 2020	6	3	13.5
November 2020	6	4	6.5
December 2020	9	3	9
<b>Grand Total</b>	<b>251</b>	<b>50</b>	<b>8</b>

## Requests to Delete

Month / Year	Total Number of Requests Received	Number of Denials***	Number of Days taken to complete the Request **
January 2020	73	73	8
February 2020	50	50	6
March 2020	72	72	4
April 2020	43	43	3
May 2020	18	18	3
June 2020	23	23	2
July 2020	19	19	4
August 2020	12	12	9
September 2020	22	22	4
October 2020	19	19	6
November 2020	13	13	6
December 2020	11	11	8
<b>Grand Total</b>	<b>375</b>	<b>375</b>	<b>5</b>

\*Median number of days taken to complete Customer Access Requests.

\*\*Average number of days taken to complete Customer Erasure Requests.

\*\*\*Reasons for denials

1. Request not verifiable
2. Information exempt from obligation to delete