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2020 Accenture CCPA requests metrics

2020 Accenture California Consumer Privacy Act (CCPA) Rights Requests Metrics¹ published in accordance with CCPA 11 CCR § 999.317(g) for the calendar year 2020.

	Completed	Denied	Mean Number of Days to Substantive Response	Received
Requests to Delete	804 ²	101 ³	15.78 days	905
Requests to Know	564 ⁴	1 ⁵	16.91 days	565
Requests to Opt Out of Sale ⁶	33 ⁷	22 ⁸	.6 days	55

¹ The metrics are not limited to requests from California residents, but reflect valid requests received from individuals in accordance with the CCPA and other relevant laws and in accordance with [Accenture's Binding Corporate Rules](#) which were in place prior to the coming into effect of the CCPA. These metrics exclude requests concerning recruiting personal information in accordance with CCPA Section 1798.145(h).

² Includes the global number of completed valid requests to delete submitted to Accenture in the calendar year of 2020.

³ Includes the global number of denied requests to delete submitted to Accenture in the calendar year of 2020 where the request was not verifiable.

⁴ Includes the global number of completed valid right to know requests submitted to Accenture in the calendar year of 2020.

⁵ Includes the global number of requests to know Accenture denied in the calendar year of 2020.

⁶ "Sale" in this context is defined in accordance with CCPA Section 1798.140(t)(1).

⁷ Includes the number of completed valid opt out of sale of personal information requests submitted by California consumers to Accenture in the calendar year of 2020.

⁸ Includes the number of opt-out-of-sale requests Accenture denied in the calendar year of 2020. These requests typically are denied because the requestor was not a California consumer (as defined under CCPA Section 1798.140(g)).



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