

6. CCPA Metrics

The CCPA requires us to track and publish the below metrics for the previous calendar year. The below metrics are our calculations from June 1, 2020 to June 1, 2021, and include requests from all individuals in the U.S.

| Metric | Number |
|--|---------|
| Number of Access requests (“Requests to Know”) received: | 73,810 |
| Number of Access requests complied with in whole or in part: | 69,049 |
| Number of Access requests denied: | 4,761* |
| Mean or Median number of days to substantively respond to Access requests: | 7 |
| Number of Deletion requests received: | 69,508 |
| Number of Deletion requests complied with in whole or in part: | 65,680 |
| Number of Deletion requests denied: | 3,828* |
| Mean or Median number of days to substantively respond to Deletion requests: | 30 |
| Number of Opt-out requests received: | 668,052 |
| Number of Opt-out requests complied with in whole or in part: | 668,052 |
| Number of Opt-out requests denied: | 0 |

| | |
|---|---|
| Mean or Median number of days to substantively respond to Opt-out requests: | 1 |
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*eBay provides its users with a short grace period to cancel deletion and access requests. Most “denied” deletion and access requests (requests that were not complied with in whole or in part) were withdrawn/cancelled by users.