

About Accenture

# 2021 Accenture CCPA requests metrics

2021 Accenture California Consumer Privacy Act (CCPA) Rights Requests Metrics<sup>1</sup> published in accordance with CCPA Section 999.317(g) for the calendar year 2021.

	Completed	Denied	Mean Number of Days to Substantive Response	Received
Requests to Delete	1,343 <sup>2</sup>	683 <sup>3</sup>	23.59 days	2,026
Requests to Know	873 <sup>4</sup>	3 <sup>5</sup>	25.55 days	876
Requests to Opt Out of Sale <sup>6</sup>	59 <sup>7</sup>	12 <sup>8</sup>	.25 days	71

<sup>1</sup> Accenture globally permits all individuals to exercise rights of access and deletion regarding personal information controlled by Accenture. This takes place both in compliance with the CCPA and in accordance with [Accenture's Binding Corporate Rules](#) which were in place prior to the coming into effect of the CCPA. Accenture does not therefore typically “deny” such requests for the purposes of CCPA Section 999.317(g) on the basis that the requestor is not a “Consumer” for the purposes of CCPA Section 1798.140(g). Accenture has additionally complied with requests from Californian consumers to opt-out of the sale of their personal information since the coming into effect of the CCPA.

<sup>2</sup> Includes the global number of completed valid requests to delete submitted to Accenture in the calendar year of 2021, but excludes requests’ concerning recruiting personal information in accordance with CCPA Section 1798.145(h).

<sup>3</sup> Includes the global number of denied requests to delete submitted to Accenture in the calendar year of 2021 where the requestors’ name, location, and/or email addresses were not verified or confirmed by the requestor.

<sup>4</sup> Includes the global number of completed valid right to know requests submitted to Accenture in the calendar year of 2021, but excludes requests to know concerning recruitment personal information, since the CCPA excludes this in accordance with CCPA Section 1798.145(h).

<sup>5</sup> Includes the global number of denied requests to know submitted to Accenture in the calendar year of 2021. Accenture does not consider a right to know request to be valid or actionable where the identity of the requestor cannot be reasonably verified and defines the term “denied” accordingly.

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

<sup>7</sup> 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 2021.

<sup>8</sup> Includes the number of global denied requests to opt out of the sale of personal information submitted to Accenture during the calendar year of 2021 that were denied because the requestor was not a California consumer (as defined under CCPA Section 1798.140(g)).

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