



CCPA Privacy Request Metrics

CCPA requests received between January 1, 2020 and December 31, 2020

Requests	Received	Complied with in whole or in part	Denied**	Average days to substantively respond***
Requests to know	5	3	2	29
Requests to delete	11	5	6	18
Requests to opt out of sale	748,326	748,326*	0	1

**During this period, all requests were actioned and added to an internal suppression table regardless of the requestor's residence.*

***Denied requests include all non-valid requests. Requests may be denied because the requestor could not be verified or the request was incomplete or unclear and not enough information was provided to fulfil the request.*

**** Substantive response means the final message fulfilling the request or notifying the requestor that the case has been closed or denied.*

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