

# California Consumer Privacy Act (CCPA) Requests Reporting Metrics

**Dates:** January 1, 2021 - December 31, 2021

Pursuant to CCPA Regulations, 11 CCR §999.317(g), Barnes & Noble discloses that in 2021, it has received 2276 requests under the CCPA from California residents and provides the following metrics.

Type of Request	Number of Requests Received	Number of Requests Complied with in Full or Part	Number of Requests Denied*
Request to Know	121	74	47
Request to Delete	842	590	252
Request to Opt-Out of Sale	1313	957	356

The median number of days for processing requests to know, requests to delete and requests to opt-out of sale of personal information are 8, 15, and 2 days respectively.

\*118 requests to delete were denied pursuant to exceptions to the CCPA. 47 requests to know, 134 requests to delete, and 356 requests to opt-out of sale were denied because the consumer failed to complete the email verification process.



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