Requests to Know

Month / Year	Total Number of Requests Received	Number of Denials	Number of Days taken to complete the Request *
January 2021	7	3	16
February 2021	9	4	10
March 2021	19	11	9
April 2021	13	7	12
May 2021	14	11	7.5
June 2021	21	14	7
July 2021	33	18	7
August 2021	25	17	5
September 2021	23	12	8
October 2021	22	9	7
November 2021	19	12	9
December 2021	15	10	7
Grand Total	220	128	7

Requests to Delete

Month / Year	Total Number of Requests Received	Number of Denials***	Number of Days taken to complete the Request **
January 2021	9	9	8
February 2021	10	10	3
March 2021	24	24	2
April 2021	17	17	6
May 2021	15	15	6
June 2021	30	30	3
July 2021	49	48	8
August 2021	43	43	3
September 2021	26	26	5
October 2021	33	33	4
November 2021	35	35	6
December 2021	29	29	7
Grand Total	320	319	5

*Median number of days taken to complete Customer Access Requests.

**Average number of days taken to complete Customer Erasure Requests.

***Reasons for denials
   1. Request not verifiable
   2. Information exempt from obligation to delete