Consumer Personal Information Request Metrics
For Calendar Year 2023

The Deloitte US Firms* have compiled the following data regarding consumers who made personal information requests under the California Consumer Privacy Act (CCPA) or otherwise from January 1 – December 31, 2023. In accordance with CCPA Regulation § 7102, this information is being made available via the privacy notice on Deloitte.com.

For the period of January 1 – December 31, 2023:

- Number of Consumers who Made Requests   397

- Type of Requests Received**:
  - Number of Requests to Opt-Out of Sale/Sharing   215
  - Number of Requests to Delete   155
  - Number of Requests to Access/Know   132
  - Number of Requests to Correct   11
  - Number of Requests for Portability   46
  - Number of Requests to Limit Use of Sensitive Personal Information (SPI)   15

- Disposition by Type of Request

Disposition	Request to Opt-Out of Sale/Sharing	Request to Delete	Request to Access/Know
Fulfilled	215	19	49
Fulfilled in Part	0	23***	0
Denied	0	113***	83

Disposition	Request to Correct	Request for Portability	Request to Limit Use of SPI
Fulfilled	2	29	0
Fulfilled in Part	0	0	0
Denied	9	17	15

- Time to Respond
  - Median # of days to respond to a Request   10 days
  - Mean # of days to respond to a Request   11.5 days

The Deloitte US Firms manage and process all consumer personal information requests received and do not restrict the process to only Californian consumers or requests made related to our data broker services. This data reflects all consumer personal information requests received in 2023.

* The Deloitte US Firms refers to Deloitte USA LLP, Deloitte LLP, and their respective affiliates.

** Many requests involve multiple actions. For purposes of this data, each type of request is reflected and counted separately. For example, a request to delete and opt-out is counted as two requests.

*** Of the 136 deletion requests denied in whole or in part, 42 were denied due to no match in our records and 94 were denied due to retention being required to comply with other laws.