

Californian Consumer Personal Information Request Metrics For Calendar Year 2024

The Deloitte US Firms¹ have compiled the following data regarding Californian consumers who made personal information requests under the California Consumer Privacy Act (CCPA) or otherwise from January 1 – December 31, 2024. In accordance with CCPA, this information is being made available via the privacy notice on Deloitte.com.

For the period of January 1 – December 31, 2024:

- Number of Californian Consumers who Made Requests: 837
- Requests Received and Disposition by Type of Request:

	Request to Opt-Out of Sale/Sharing	Request to Limit Use of Sensitive Personal Information	Request to Delete	Request to Access/Know	Request to Correct
Requests Received²	820	7	835	5	0
Fulfilled	820	7	823	5	0
Fulfilled in Part	0	0	7 ³	0	0
Denied	0	0	5 ³	0	0
Median # of days to respond⁴	15	9	20	14	0
Mean # of days to respond⁴	14	9	19	12	0

¹ The Deloitte US Firms refers to Deloitte USA LLP, Deloitte LLP, and their respective affiliates.

² 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.

³ For the deletion requests denied in whole or in part, all were denied due to retention being required to comply with other laws.

⁴ The calculations for the Opt-Out of Sale/Sharing and Limit Use of Sensitive Personal Information request types are based on business days. The calculations for the other request types are based on calendar days.