

Consumer Personal Information Request Metrics
For Calendar Year 2023

The Deloitte US Firms¹ 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, 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
- Requests Received and Disposition by Type of Request:

| | Request to Opt-Out of Sale/Sharing | Request to Delete | Request to Access/Know | Request to Correct | Request for Portability | Request to Limit Use of Sensitive Personal Information |
|----------------------------------------|---------------------------------------------------|------------------------------|-----------------------------------|-------------------------------|------------------------------------|-------------------------------------------------------------------------------|
| Requests Received² | 215 | 155 | 132 | 11 | 46 | 15 |
| Fulfilled | 215 | 19 | 49 | 2 | 29 | 0 |
| Fulfilled in Part | 0 | 23 ³ | 0 | 0 | 0 | 0 |
| Denied | 0 | 113 ³ | 83 | 9 | 17 | 15 |
| Median # of days to respond | 10 | 12 | 10 | 14 | 14 | 14 |
| Mean # of days to respond | 11 | 13 | 12 | 15 | 14 | 14 |

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.

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 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.