



## **California Consumer Privacy Act (CCPA) — Rights of Individual Requests Metrics**

### **Report for January 1, 2022 through December 31, 2022**

Data reflects all requests that were received over the reporting period and the response provided.

#### **Average number of days for Patelco to respond**

Patelco Credit Union responded to requests within an average of 10.79 days from the date when the requests were received.

#### **Total number of CCPA requests received by Patelco**

Patelco Credit Union received a total of 23 CCPA Rights of Individuals requests. Of which, 12 were requests to know/access, 8 were requests to delete, 1 was request for a CCPA privacy notice, and 2 were requests to both know/access and delete.

#### **Requests complied**

Patelco Credit Union complied with a total of 13 requests, which included 6 requests to know/access, 6 requests to delete, and 1 request to both know/access and delete.

#### **Requests denied\***

Patelco Credit Union denied a total of 8 requests, which included 5 requests to know/access, 2 requests to delete, and 1 request for a CCPA privacy notice.

\* Patelco Credit Union attempts to fulfill all requests. CCPA requests were only denied in cases in which the consumer's identity could not be verified or in which the personal information requested is exempt from right to know/access or delete under CCPA.

The metrics above reflect only requests from California residents.