PNC CCPA Metrics for 2021

Data Subject Access Request Metrics for 2021			
Request Type	Total Data Subject Access Request Received in 2021	Total Data Subject Access Request Closed in 2021	Total Data Subject Access Request Rejected in 2021
Request to Know /Inquire	**72**	61	11
Request to Delete	**67**	60	7
Total Cases	**139**	**121**	**18**

NOTE: The opt-out metric is N/A (PNC does not sell data, therefore, the opt-out metric is not applicable)

Average time (in Days) to complete Data Subject Access Request	
Type of Request	Number of days to complete
Request to Know /Inquire	33 days
Request to Delete	27 days