

How Long Do Healthcare Companies Take to Respond to Access Requests?

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The CCPA Regulations require that businesses that buy, receive, sell, or share personal information about more than 10 million Californians disclose metrics within their privacy notices regarding the speed with which they respond to the data subject requests that they received in the previous calendar year. Among other things, businesses must report the average or a median number of days that elapse before they respond to access requests.¹

A review of the websites of the Fortune 500 indicates that only one healthcare company disclosed its data subject request metrics. While the limited quantity of companies that reported metrics makes extrapolating trends or conclusions impossible, the company that reported indicated that it responded to access requests on average within 9 days – significantly faster than the average among the larger Fortune 500 of 22 days.

FOOTNOTE

¹ Cal. Code Regs. tit. 11, § 999.317(g) (2021).

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National Law Review, Volume XI, Number 294

Source URL: <https://natlawreview.com/article/how-long-do-healthcare-companies-take-to-respond-to-access-requests>