



[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Saarbrücken, 7 March 2019

Ref. No.: B 3800/181

Contact [REDACTED]  
[REDACTED]  
[REDACTED]

## **Supervision pursuant to § 40 German Federal Data Protection Act (BDSG) in conjunction with Art. 57 ff General Data Protection Regulation (GDPR)**

Subject: **Termination of proceedings**

Dear [REDACTED]

We refer to our letter dated 26 February 2019 in which we had requested your position on the complaint made by a [REDACTED], which was passed on to this office by the French data protection authority (CNIL) on the basis of Art. 56 General Data Protection Regulation (GDPR). In his complaint, the complainant asserted that he had asked you in two emails sent to [REDACTED] on 25 October 2017 and 14 November 2017 respectively to delete his account on [REDACTED] and on its servers. You allegedly did not respond to these erase requests.

You informed us that there were indeed data of the complainant still in existence and that you had failed to delete them, stating that the following data of the complainant were still stored: username, email address, the point in time at which the account was created, a password hash and an anonymous session ID to log into the website. You claimed that registering on [REDACTED] had no longer been possible since 2015, which is why you did not give adequate consideration to requests for support from old, already existing users. You informed us that, subsequent to receiving the letter sent by our office, the personal data of the complainant was immediately deleted and the complainant had also been notified thereof. You have apparently taken organisational measures to ensure that you take note of deletion requests promptly in the future so that they can also be processed within the statutory period permitted.

Within the scope of Art. 58 Subsection 2 of the GDPR, the supervisory authority has the power to decide whether further measures are to be taken in a particular case (so-called discretion in decision-making). In this case, I deem further measures by this office to be unnecessary, especially in consideration of the information which you have provided and the willingness to cooperate expressed in this respect. You complied with the request made by the complainant – after we had been brought it to your attention – and deleted the data. You have also taken appropriate measures to ensure that requests relating to the GDPR will be promptly processed in the future. Also to be taken into consideration was the fact that this was a first infringement. Moreover, the consequences for the person concerned of the delay in processing the deletion request were not serious as only less sensitive data of the person concerned were stored.





Finally, I would like to point out that we reserve the right to take further action if we receive additional complaints.

Yours sincerely  
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