

Summary Final Decision Art 60

Complaint

No violation

EDPBI:EE:OSS:D:2020:95

Background information

Date of final decision:	16 March 2020
LSA:	EE SA
CSAs:	LT SA
Legal Reference:	Principles relating to processing of personal data (Article 5), Lawfulness of the processing (Article 6)
Decision:	No infringement
Key words:	Consent, Legal basis, Legal bases, Lawfulness, Direct marketing.

Summary of the Decision

Origin of the case

The complainant claimed that the controller was sending to them unrequested food supplements, which the complainant returned and was still billed for. The complainant claimed therefore that the controller was processing their data without their consent.

Findings

The situation had already been solved when the LSA contacted the controller. The controller also demonstrated that the complainant gave the controller permission to call to their phone number and offer their products while participating in a customer survey.

Decision

As the situation had been solved when the LSA contacted the controller and the controller demonstrated it has obtained the complainant's permission for the processing of their personal data for direct marketing purposes, the LSA considered the case finalised.