

Ailidh Callander
Legal Officer
Privacy International
62 Britton Street
London, EC1M 5UY
United Kingdom

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Ref: OUT2020-0063

Dear Ms Callander,

I refer to your letter dated 30 May 2019.

Many thanks for bringing Privacy International's case study on the TrueCaller app to our attention. The relevant expert subgroups have now reviewed both the case study and your correspondence with TrueCaller. Information about your interest in the TrueCaller app has been forwarded to national supervisory authorities.

The role of the European Data Protection Board is to ensure the consistent application of the GDPR, whereas the competence to handle complaints and launch enforcement actions lies with the national supervisory authorities. Therefore, the European Data Protection Board lacks the competence to take an enforcement action or initiate an investigation regarding a specific company.

When complaints are lodged at national supervisory authorities, the various national authorities may consult and coordinate on the matter under the one-stop-shop mechanism provided for by the GDPR.

Please note that the European Data Protection Board will not be in a position to discuss or comment on pending procedures.

Yours sincerely,



Andrea Jelinek