

In the matter of the General Data Protection Regulation

DPC Complaint Reference: [REDACTED]

IMI Reference: [REDACTED]

In the matter of a complaint, lodged by [REDACTED] with the Commission Nationale de l'Informatique et des Libertés (France DPA) pursuant to Article 77 of the General Data Protection Regulation, concerning Meta Platforms Ireland Limited (formerly Facebook Ireland Limited)

Record of Amicable Resolution of the complaint and its consequent withdrawal pursuant to Section 109(3) of the Data Protection Act, 2018

Further to the requirements of EDPB Guidelines 06/2022 on the practical implementation of amicable settlements Version 2.0 (adopted on 12 May 2022)

**RECORD OF AMICABLE RESOLUTION FOR THE  
PURPOSE OF EDPB GUIDELINES 06/2022 ON THE  
PRACTICAL IMPLEMENTATION OF AMICABLE  
SETTLEMENTS VERSION 2.0  
(ADOPTED ON 12 MAY 2022)**

Dated the 14<sup>th</sup> day of April 2023



Data Protection Commission  
21 Fitzwilliam Square South  
Dublin 2, Ireland

## Background

1. On 23 January 2021, [REDACTED] (“the **Data Subject**”) lodged a complaint pursuant to Article 77 of the GDPR with the Commission Nationale de l'Informatique et des Libertés (“the **Recipient SA**”) concerning Meta Platforms Ireland Limited (formerly Facebook Ireland Limited) (“the **Respondent**”).
2. In circumstances where the Data Protection Commission (“the **DPC**”) was deemed to be the competent authority for the purpose of Article 56(1) of the GDPR, the Recipient SA transferred the complaint to the DPC on 13 December 2021.

## The Complaint

3. The details of the complaint were as follows:
  - a. The Data Subject initially contacted the Recipient SA on 23 January 2021, with a request for the erasure of content containing their personal data, which consisted of forty URL's, posted by a third-party user to the Instagram platform. As the Data Subject had not previously done so, they then raised the matter with the Respondent on 26 January 2021. In their correspondence to the Respondent, they made a request under Article 17 of the GDPR for the deletion of the content from the Respondent's platform.
  - b. On 26 January 2021, the Respondent replied to the Data Subject, stating the content was not in violation of their community guidelines, and they did not take any further action.
  - c. As the Data Subject was not satisfied with the response received from the Respondent regarding the concerns raised, the Data Subject continued to pursue their complaint with the Recipient SA.

## Action taken by the DPC

4. The DPC, pursuant to Section 109(4) of the Data Protection Act, 2018 (“the **2018 Act**”), is required, as a preliminary matter, to assess the likelihood of the parties to the complaint reaching, within a reasonable time, an amicable resolution of the subject-matter of the complaint. Where the DPC considers that there is a reasonable likelihood of such an amicable resolution being concluded between the parties, it is empowered, by Section 109(2) of the 2018 Act, to take such steps as it considers appropriate to arrange or facilitate such an amicable resolution.
5. Following a preliminary examination of the material referred to it by the Recipient SA, the DPC considered that there was a reasonable likelihood of the parties concerned reaching, within a reasonable time, an amicable resolution of the subject matter of the complaint. The DPC's experience is that complaints of this nature are particularly suitable for amicable resolution in circumstances where there is an obvious solution to the dispute, if the respondent is willing to engage in the process. In this regard, the DPC had regard to:

- a. The relationship between the Data Subject and Respondent (being, in this case, an individual consumer and a service provider); and
  - b. The nature of the complaint (in this case, an unsuccessful attempt by the Data Subject to exercise their data subject rights).
6. While not relevant to the assessment that the DPC is required to carry out pursuant to Section 109(4) of the 2018 Act, the DPC also had regard to EDPB Guidelines 06/2022 on the practical implementation of amicable settlements Version 2.0, adopted on 12 May 2022 (“**Document 06/2022**”), and considered that:
  - a. the possible conclusion of the complaint by way of amicable resolution would not hamper the ability of the supervisory authorities to maintain the high level of protection that the GDPR seeks to create; and that
  - b. such a conclusion, in this case, would likely carry advantages for the Data Subject, whose rights under the GDPR would be vindicated swiftly, as well as for the controller, who would be provided the opportunity to bring its behaviour into compliance with the GDPR.

### **Amicable Resolution**

7. The DPC engaged with both the Data Subject (via the Recipient SA) and Respondent in relation to the subject matter of the complaint. Further to that engagement, the Respondent advised that that following a review by their specialist team, they remained of the position that the content in question was not deemed to be in violation of their terms of service or community guidelines, and as such would not be removed.
8. The DPC continued to engage with both the Data Subject and the Respondent in order to bring about an amicable resolution to the complaint.
9. On 16 September 2022, the Respondent contacted the Data Subject directly, informing them that the content consisting of forty URL’s had been restricted, meaning that the content was no longer visible on the platform for users within the EU. The Respondent also informed the DPC of the actions it had taken.
10. On 12 October 2022, the DPC wrote to the Data Subject via the Recipient SA seeking their views on the actions taken by the Respondent and also stating that the DPC’s understanding of restricting access to content in the EU includes both the EEA and the UK. The Recipient SA thereafter issued this correspondence to the Data Subject on 15 November 2022.
11. On 21 November 2022, the DPC received correspondence from the Respondent indicating that they had received further communication from the Data Subject. Within this correspondence, the Respondent noted that the Data Subject had informed them they were satisfied with the actions taken in relation to the content. Following receipt of this

correspondence, on 8 December 2022, the DPC wrote to the Data Subject via the Recipient SA again reiterating the actions taken by the Respondent, along with a copy of the correspondence in which the Data Subject confirmed their satisfaction with the actions of the respondent, for verification. In this correspondence, the DPC requested a reply, within a stated timeframe. The Recipient SA thereafter issued this correspondence to the Data Subject on 13 January 2023.

12. On 09 February 2023, the Recipient SA confirmed that no response had been received from the Data Subject.
13. On 14 February 2023, and in light of the foregoing, the DPC wrote to the Recipient SA noting that the DPC considered the complaint to have been amicably resolved and withdrawn in accordance with section 109(3) of the Act and that it would conclude the case and inform the Respondent.
14. On 20 February 2023, the Recipient SA confirmed receipt of the DPC correspondence, which had advised that the complaint was deemed withdrawn.
15. In circumstances where the subject matter of the complaint has been amicably resolved, in full, the complaint, by virtue of Section 109(3) of the 2018 Act, is deemed to have been withdrawn by the Data Subject.

#### **Confirmation of Outcome**

16. For the purpose of Document 06/2022, the DPC confirms that:
  - a. The complaint, in its entirety, has been amicably resolved between the parties concerned;
  - b. The agreed resolution is such that the object of the complaint no longer exists; and
  - c. Having consulted with the supervisory authorities concerned on the information set out above, as required by Document 06/2022 the DPC has now closed off its file in this matter.
17. If dissatisfied with the outcome recorded herein, the parties have the right to an effective remedy by way of an application for judicial review, by the Irish High Court, of the process applied by the DPC in the context of the within complaint.

Signed for and on behalf of the DPC:



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Deputy Commissioner  
Data Protection Commission