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9 January 2024

J.No. 2023-7329-0015
Doc.no. 541578
Caseworker
[REDACTED]

Sent by Digital Post

Final Decision pursuant to Article 60 (8) GDPR

On 24th of October 2019 you made a complaint to the Danish Data Protection Agency about Apple Distribution Limiteds (hereinafter "Apple") recording of a telephone conversation that you had with Apples customer service.

The Danish DPA assessed that the case contained cross border processing, and should be handled in co-operation with the data protection authorities from the other EU member states.

As a result of Apple having its main establishment in Ireland, The Data Protection Commission of Ireland has been the lead supervisory authority and has investigated the case.

Following the investigation of the case the Danish Data Protection Agency finds that Apple validly relied on article 6 (1) (f) of the GDPR as the legal basis for processing the personal data.

For a more detailed explanation and reasons for the Danish Danish Data Protection Agency's decision please refer to the attached statement on the case from the Irish Data Protection Agency.

The Danish DPA considers this case closed and will take no further action in relation to this matter.

The decisions of the Danish DPA cannot be brought before any other administrative authority, cf. Section 30 of the Danish Data Protection Act. However, the decisions of the Danish DPA can be brought before the Danish courts, cf. Section 63 of the Danish Constitution.

The Danish DPA regularly published decision on the DPA's website in pseudonymized form. If this decision is to be published, it will be done in a way that individuals cannot be identified.

Kind regards

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Protection Agency**
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