



Our reference: LDA-1085.1-4732/20-F

Reference Sweden: DI-2021-2433

IMI draft decision: 597171

Controller: [REDACTED]

On the basis of the draft decision of the Swedish Integritetsskyddsmyndigheten (SWE DPA) no. 597171, the Data Protection Authority of Bavaria for the Private Sector (BayLDA) pursuant to Article 60(8) of the GDPR issues the following

Final Decision:

The complaint is rejected.

Justification:

The complaint was received by the BayLDA on 21.01.2020 and was forwarded via IMI to the SWE DPA as the lead data protection supervisory authority for the controller.

On 18.01.2024, the SWE DPA submitted the draft decision no. 597171 to the concerned supervisory authorities with the following contents:

The Swedish Authority for Privacy Protection (IMY) has received a complaint as the lead supervisory authority pursuant to Article 56 of the General Data Protection Regulation (GDPR). The handover has been made from the supervisory authority of the country where you have lodged your complaint (Germany) in accordance with the provisions of the GDPR on cooperation in cross-border processing. IMY shall process complaints about incorrect processing of personal data and, where appropriate, investigate the subject matter of the complaint (Article 57(1)(f) of the GDPR).

The complaint shows, in essence, the following: In October 2019, you have requested that [REDACTED] delete your personal data and have received confirmation from a customer service officer by telephone that your personal data will be deleted by November 2019. You do not believe that [REDACTED] has met your request for deletion because in January 2020 you received a letter about new unpaid invoices from [REDACTED].

IMY considers that it is not apparent from the information in the complaint that your request for deletion has not been met by [REDACTED]. It is possible to use [REDACTED]'s services even after one's personal data has been previously deleted, in this case the data subject must again request to have their personal data deleted. It is not apparent from the complaint that you have requested [REDACTED] to delete your personal data again. What you have stated does not give IMY any reason to suspect a deficiency in relation to the provisions of the General Data Protection Regulation.

Against this background, the case is closed.

As the concerned supervisory authorities (including BayLDA) did not object to this draft decision, the BayLDA hereby adopts this draft decision as final decision in accordance with Article 60(8) of the GDPR.

Ansbach, 21.02.2024