

SA Ireland

Reference number:
IMY-2022-6649

Date:
2025-03-18

Decision on complaint

Decision of the Privacy Protection Authority

Case closed.

Reasons for the decision

The Swedish Data Protection Authority (IMY) has received a complaint from you against the company Resetera/M.O.B.A Network AB. The complaint shows that the company has not complied with your request for access to personal data (Article 15 of the GDPR).

The complaint has been transmitted to us by the supervisory authority of the country where you lodged your complaint (Ireland) in accordance with the provisions of the GDPR on cooperation in cross-border processing. IMY has handled the complaint as lead supervisory authority under Article 56 GDPR.

IMY shall process complaints about incorrect processing of personal data and, where appropriate, investigate the subject matter of the complaint (Article 57(1)(f) GDPR).

On 28 August 2024, IMY asked the IE SA to forward a letter to you. The Irish Data Protection Authority informed IMY on 4 September that the letter had been sent. The letter asked whether your complaint was still relevant. You were informed that a failure to reply within the two-week time limit would be interpreted as meaning that you wish to withdraw your complaint against Resetera/M.O.B.A Network AB, with the result that IMY would close the case.

On 11 September 2024, you replied in an email to the IE SA that, in view of the long time that has elapsed without anything happening, you were unsure whether there were grounds to keep the case active. For the avoidance of doubt, on 12 September the IE SA sent you a request for clarification as to whether you wish IMY to continue investigating your complaint. You have not subsequently provided any further reply to the Irish Data Protection Authority. Since no further reply has been received from you since then, IMY understands that you are no longer interested in pursuing the complaint.

Against this background, IMY decides not to investigate the complaint further.

Case closed.

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How to appeal

If you want to appeal the decision, you should write to IMY. In your letter, please indicate the decision you are appealing against and the change you are requesting. The appeal must be received by IMY no later than three weeks from the day you received the decision. If the appeal has been received in due time, IMY will forward it to the Administrative Court in Stockholm for consideration.

You can email the appeal to IMY if it does not contain any privacy-sensitive personal data or information that may be covered by confidentiality. The contact details of the authority can be found on the first page of the decision.