

# Summary Final Decision Art 60

## Complaint

Reprimand to controller

EDPBI:FR:OSS:D:2020:120

### Background information

Date of final decision:	03 July 2020
Date of broadcast:	03 July 2020
LSA:	FR
CSAs:	DK, SE, PL
Legal Reference:	Right of access (Article 15)
Decision:	Reprimand to controller
Key words:	Consumers, credit, exercise of the rights of the data subjects, Finance

### Summary of the Decision

#### Origin of the case

The complainant lodged a complaint with the CSA against the controller which did not grant his access request.

#### Findings

The controller informed the LSA that the reason behind the lack of response was due to the complainant's letter not mentioning the words 'GDPR', 'CNIL', 'data protection' or 'personal data'. The controller further added that the request of access was written in English, a language not professionally mastered by the team, although the mail attached was written in French.

The controller also took seven months to grant the request, despite the time limits set out under Article 12 GDPR.

#### Decision

The LSA will issue reprimands to the controller in accordance with Article 58(2)(b) GDPR. Further, in accordance with Articles 12 and 24 GDPR, the controller shall implement appropriate technical and organisational measures to facilitate the exercise of rights conferred on data subjects and to ensure that such requests are responded to within the time limit set by the GDPR.

