

Investigation of the case:

Paris, on 26 JUL. 2022

Ref: [REDACTED]

Referral no. [REDACTED]

(to be quoted in all correspondence)

Dear Sir,

I am following up on the exchanges that took place between the Commission nationale de l'informatique et des libertés ("CNIL") and the Data Protection Officer (DPO) as part of the investigation of [REDACTED]'s complaint, which was forwarded to the CNIL by the Luxembourg data protection authority in application of the provisions of Article 56.1 of the General Data Protection Regulation (GDPR).

[REDACTED] had lodged a complaint with his national data protection authority against [REDACTED] concerning the loss of access to his [REDACTED] cloud storage space and the difficulties encountered in exercising his rights under the GDPR.

By an email dated 15 March 2021, the latter had informed your departments of the loss of access to his storage space. Despite your answers, the problem persisted. This led him to request on 2 May 2021 a copy of the connection logs relating to his account, which he obtained on 5 May 2021, and to exercise his right to portability in order to be given the data hosted in his storage space.

I note that the loss of access to the online storage space, the reason for [REDACTED]'s requests, is no longer relevant. In this case, [REDACTED] would have changed, from the management interface of his personal space, the access identifier to his account [REDACTED] by [REDACTED] on 8 August 2020. In order to regain access to his space, it turns out that he was trying in vain to reset his password using the old login. However, problems with access to his account persisted. Alerted by CNIL as part of the investigation of this complaint, your DPO indicated on 4 February 2022 that he had contacted [REDACTED] again to ensure that he managed to reconnect to his online storage space.


As a result, [REDACTED] has since confirmed to his national data protection authority that he does not wish to pursue his access and portability requests.

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These elements lead me, in agreement with the other European data protection authorities concerned by the processing of data of users of the [REDACTED] storage space service provided by [REDACTED], to close this complaint.

Yours sincerely



Marie-Laure Denis

Copy to [REDACTED] Data Protection Officer