

Notice: This document is an unofficial translation of the Swedish Authority for Privacy Protection's decision 2023-08-24, no. DI-2021-10388. Only the Swedish version of the decision is deemed authentic.

Ref no:
DI-2021-10388
IMI case no. 164557

Date of decision:
2023-08-24

Date of translation:
2023-08-25

Decision under the General Data Protection Regulation – Klarna Bank AB

Decision of the Swedish Authority for Privacy Protection

The Swedish Authority for Privacy Protection finds that Klarna Bank AB has now complied with the complainant's request for deletion. Against this background, the Swedish Authority for Privacy Protection finds no reason to take further action in the case.

The case is closed.

Presentation of the supervisory case

The Swedish Authority for Privacy Protection (IMY) has initiated supervision against Klarna Bank AB (Klarna or the company) due to a complaint. The complaint has been submitted to IMY as responsible supervisory authority pursuant to Article 56 of the General Data Protection Regulation (GDPR).¹ The handover has been made from the supervisory authority of the country where the complainant has lodged their complaint (Germany) in accordance with the provisions of the GDPR on cooperation in cross-border processing.

The case has been handled through written procedure. In the light of the complaint relating to cross-border processing, IMY has used the mechanisms for cooperation and consistency contained in Chapter VII of the GDPR. The supervisory authorities concerned have been the data protection authorities in Germany, Denmark, Finland, Italy, Poland and Austria.

Complaint

The complainant has mainly stated that Klarna continued to send him e-mails even though he requested erasure of his personal data.

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¹ Regulation (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

What Klarna has stated

In its opinion to IMY, Klarna Bank AB stated, inter alia, that the company will erase the complainant's personal data. In a second opinion, Klarna confirmed that the erasure of the complainant's personal data has been completed.

Statement of reasons for the decision

The complainant has requested the erasure of his personal data. The right to erasure derives from Article 17 of the GDPR. The provision implies that in certain cases, data subjects have the right to have their personal data erased without undue delay.

Klarna has stated that the company has now erased the complainant's data. IMY has no reason to question this. IMY concludes that Klarna has now complied with the complainant's request for deletion. Against this background, IMY finds no reason to take any further action in this case.

The case is closed.

This decision has been approved by the specially appointed decision-maker [REDACTED] [REDACTED] after presentation by legal advisor [REDACTED].

How to appeal

If you want to appeal the decision, you should write to the Swedish Authority for Privacy Protection. Indicate in the letter which decision you appeal and the change you request. The appeal must have been received by the Swedish Authority for Privacy Protection no later than three weeks from the day you received the decision. If the appeal has been received at the right time, the Swedish Authority for Privacy Protection will forward it to the Administrative Court in Stockholm for review.

You can e-mail the appeal to the Swedish Authority for Privacy Protection if it does not contain any sensitive personal data or information that may be subject to confidentiality. The authority's contact information is shown on the first page of the decision.