



Berlin, 7 May 2020

521.10595
632.132
A56ID 54266
CR 54550
DD 111611
FD 123928

Final Decision

The DPA in Denmark had sent us a letter of complaint dated 1 July 2018, in which [REDACTED] objected to the sending of an unsolicited email. He claimed to have been a customer of www.care.dk. After the termination of the business relationship with www.care.com Europe GmbH, the complainant had requested the deletion of his personal data. The deletion of data was confirmed to him by e-mail. This e-mail was not provided to us.

The correspondence with www.care.com Europe GmbH, in which we also followed the reference number “ref: _00D708kOO._500391xa4yv:ref”, was unsuccessful. It has been reported that a corresponding data record on [REDACTED] is not available at www.care.com Europe GmbH. Thus, no data protection violation could be determined. Furthermore, it was also pointed out that www.care.dk appears to be an independent humanitarian organisation. This web address was mentioned in addition to www.care.com in the above-mentioned letter of complaint and has nothing to do with the company www.care.com Europe GmbH.

All attempts to clarify the facts of the case using only the information “first name and surname of the complainant” have been unsuccessful.

In the light of the above-mentioned considerations, the Berlin DPA has closed the case.

Berlin Commissioner for Data Protection and Freedom of Information

Friedrichstr. 219
10969 Berlin

Visitors' entrance:
Puttkamer Str. 16-18

The building is fully accessible to disabled members of the public.

Contact us

Phone: +49 (0)30 13889-0
Fax: +49 (0)30 215 50 50

Use our encrypted contact form for registering data protection complaints:
www.datenschutz-berlin.de/beschwerde.html

For all other enquiries, please send an e-mail to:
mailbox@privacy.de

Fingerprint of our
PGP-Key:

D3C9 AEEA B403 7F96 7EF6
C77F B607 1D0F B27C 29A7

Office hours

Daily from 10 am to 3 pm,
Thursdays from 10 am to 6 pm
(or by appointment)

How to find us

The underground line U6 to
Kochstraße / Bus number M29
and 248

Visit our Website

<https://privacy.de>