

Summary Final Decision Art 60

Complaint

Reprimand

EDPBI:DEBE:OSS:D:2020:156

Background information

Date of final decision:	2 November 2020
Date of broadcast:	2 November 2020
LSA:	DEBE
CSAs:	FR, ES
Controller:	Lavender Lingerie GmbH
Legal Reference:	Transparency and Information (Articles 12, 13 and 14), Right to erasure (Article 17)
Decision:	Reprimand
Key words:	Transparency, Right to erasure

Summary of the Decision

Origin of the case

The complainant requested the erasure of her personal data in an online chat and reminded the controller of this a month after the initial request.

Findings

The LSA investigated the case and found that the controller did not comply with its obligation to provide the data subject with information on the measures taken upon request pursuant to Art. 15-22 GDPR without delay, and in any even within one month of receipt of the request. Although the controller erased the personal data of the data subject within the set time limit, it did not inform the complainant thereof.

Decision

The LSA found an infringement of Art. 12 (3) GDPR because the controller did not inform the data subject of the erasure of her data. The LSA issued a reprimand and closed the case.