

In the matter of the General Data Protection Regulation

DPC Complaint Reference: [REDACTED]

In the matter of a complaint, lodged by [REDACTED] with the Bavarian Lander Office for Data Protection Supervision (BayLDA) pursuant to Article 77 of the General Data Protection Regulation, concerning [REDACTED]

Record of Amicable Resolution of the complaint and its consequent withdrawal pursuant to Section 109(3) of the Data Protection Act, 2018

Further to the requirements of Internal EDPB Document 06/2021 on the practical implementation of amicable settlements (adopted on 18 November 2021)

**RECORD OF AMICABLE RESOLUTION FOR THE
PURPOSE OF INTERNAL EDPB DOCUMENT 06/2021 ON
THE PRACTICAL IMPLEMENTATION OF AMICABLE
SETTLEMENTS, ADOPTED 18 NOVEMBER 2021**

Dated the 22nd day of July 2022



Data Protection Commission
21 Fitzwilliam Square South
Dublin 2, Ireland

Background

1. On 13 August 2020, [REDACTED] (“the **Data Subject**”) lodged a complaint pursuant to Article 77 GDPR with the Bavarian Lander Office for Data Protection Supervision (BayLDA) (“the **Recipient SA**”) concerning [REDACTED] (“the **Respondent**”).
2. In circumstances where the Data Protection Commission (“the **DPC**”) was deemed to be the competent authority for the purpose of Article 56(1) GDPR the Recipient SA transferred the complaint to the DPC on 11 March, 2021.

The Complaint

3. The details of the complaint to the Recipient SA were as follows:
 - a. The Data Subject alleged that the Respondent denies right to erasure stating that an account can only be deleted using the self-service portal if security questions are answered but these are no longer known to the Data Subject. The Data Subject stated that there is no response to a request for deletion and that supporting documents and written statements are refused.
 - b. The Data Subject provided further information to the Recipient SA on 5 October, 2020 stating that the situation at that time was that although the account could be deleted, it appeared that personal data remained in the Respondent’s systems that are not deleted. He stated that this related specifically to his email address and he insisted on his right to have this data permanently removed from the Respondent’s systems.

Action taken by the DPC

4. The DPC, pursuant to Section 109(4) of the Data Protection Act, 2018 (“the **2018 Act**”), is required, as a preliminary matter, to assess the likelihood of the parties to the complaint reaching, within a reasonable time, an amicable resolution of the subject-matter of the complaint. Where the DPC considers that there is a reasonable likelihood of such an amicable resolution being concluded between the parties, it is empowered, by Section 109(2) of the 2018 Act, to take such steps as it considers appropriate to arrange or facilitate such an amicable resolution.
5. Following a preliminary examination of the material referred to it by the Data Subject, the DPC considered that there was a reasonable likelihood of the parties concerned reaching, within a reasonable time, an amicable resolution of the subject matter of the complaint. The DPC’s experience is that complaints of this nature are particularly suitable for amicable resolution in circumstances where there is an obvious solution to the dispute, if the respondent is willing to engage in the process. In this regard, the DPC had regard to:
 - a. The relationship between the Data Subject and the Respondent (being, in this case, an individual consumer and a service provider); and

- b. The nature of the complaint (in this case, an unsuccessful attempt by the Data Subject to exercise his data subject rights).
- 6. While not relevant to the assessment that the DPC is required to carry out pursuant to Section 109(4) of the 2018 Act, the DPC also had regard to Internal EDPB Document 06/2021 on the practical implementation of amicable settlements, adopted on 18 November 2021 (“**Document 06/2021**”), and considered that:
 - a. the possible conclusion of the complaint by way of amicable resolution would not hamper the ability of the supervisory authorities to maintain the high level of protection that the GDPR seeks to create; and that
 - b. such a conclusion, in this case, would likely carry advantages for the Data Subject, whose rights under the GDPR would be vindicated swiftly, as well as for the Respondent, who would be provided the opportunity to bring its behaviour into compliance with the GDPR.

Amicable Resolution

- 7. The DPC engaged with both the Data Subject and the Respondent in relation to the subject-matter of the complaint. Further to that engagement, it was established that the Data Subject’s concerns with regard to his [REDACTED] deletion request had been resolved and that he had received confirmation of the deletion of his [REDACTED] on 16 September, 2020. With regard to the retention of the Data Subject’s email address, the Respondent explained that this concern derived from the deletion of his [REDACTED]. It stated that in the case of the deletion of an [REDACTED], it retains a one way hash of the user’s email address, which is stored with the deletion event. This one way hashed value is retained to allow it to comply with its legal obligations under Article 17(3)(b) of the GDPR, and in accordance with the overriding legitimate interests which it has in continued processing of this information under Article 17(1)(c) of the GDPR. It stated that it requires this one way hashed value to demonstrate compliance with the user’s request to delete their information under Article 17(1) of the GDPR, [REDACTED]
[REDACTED] in accordance with the principle of accountability under Recital 74 of the GDPR. It stated that if it did not retain this value, then it would have no evidence that it had complied with the [REDACTED] account deletion request if, for example, the DPC was to seek it. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- 8. On 11 August 2021 the DPC sent a letter to the Recipient SA for onward transmission to the Data Subject. That letter was sent to the Data Subject by the Recipient SA on 16 August, 2021. The letter informed the Data Subject of the outcome of DPC’s engagement with the Respondent. It invited the Data Subject to submit his comments in relation to the information

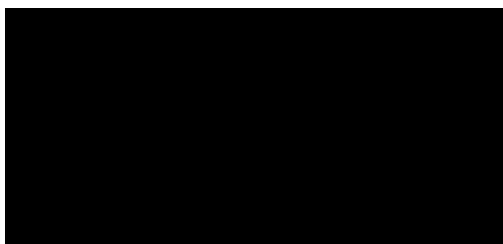
provided to the DPC by the Respondent with regard to his complaint. It stated that if he had any outstanding concerns in respect of the issues raised in his complaint to set those out in order to assist the DPC in progressing the matter further on his behalf. In the circumstances, the DPC asked the Data Subject to notify it, within two months, if he was not satisfied with the outcome so that the DPC could take further action.

9. On 2 November, 2021 the Recipient SA advised the DPC that the Data Subject had not responded. Accordingly, as the DPC did not receive any further communication from the Data Subject, the complaint has been deemed to have been amicably resolved.
10. By letter dated 22 December, 2021 the DPC informed the Recipient SA that it considered the complaint amicably resolved and withdrawn in accordance with section 109(3) of the Act.
11. In circumstances where the subject-matter of the complaint has been amicably resolved, in full, the complaint, by virtue of Section 109(3) of the 2018 Act, is deemed to have been withdrawn by the Data Subject.

Confirmation of Outcome

12. For the purpose of Document 06/2021, the DPC confirms that:
 - a. The complaint, in its entirety, has been amicably resolved between the parties concerned;
 - b. The agreed resolution is such that the object of the complaint no longer exists; and
 - c. Having consulted with the supervisory authorities concerned on the information set out above, as required by Document 06/2021, the DPC has now closed off its file in this matter.
13. If dissatisfied with the outcome recorded herein, the parties have the right to an effective remedy by way of an application for judicial review, before the Irish High Court, of the process applied by the DPC in the context of the within complaint.

Signed for and on behalf of the DPC:



Deputy Commissioner
Data Protection Commission