

A60 - Final Decision

Case Register	407627
National file number	11.17.001.010.089
Controller	Wargaming Group Limited
Date	18/7/2024

Wargaming Group Limited

privacy@wargaming.net

Dear Sir,

Further to the exchange of communications between the Commissioner for Personal Data Protection and Wargaming Group Limited (the controller) concerning a complaint involving a right of access request, we would like to bring to your attention the following assessment of the Commissioner.

Description of the Case

1. The complainant lodged a complaint with the Office for Personal Data Protection in the Czech Republic, and was thereafter received by the Office of the Commissioner for Personal Data Protection (Cyprus SA). The complaint involves the controller's failure to comply with the DS access request (SAR) (article 15 of the GDPR) submitted to the controller.

2. In his complaint the complainant mentioned that, when he requested information under Article 15 of the GDPR, the controller asked him to provide a telephone number to proceed with the request. In his response, the complainant claimed that he did not own a mobile phone and that the company could meet his request for access without providing any new information.

Investigation by Cyprus SA

3.1. The Commissioner engaged with the controller and following the exchange of several communications in relation to the subject matter of the complaint, the following information was gathered:

3.2. The controller stated that in the context of Article 12(6) GDPR and in order to maintain increased protection, security and control of their customers/users' data, 2-factor-authentication (2FA) is applied.

3.3. Moreover, the controller considered the additional telephone number requirement to be legitimate in cases where users request access under Article 15 of the GDPR and/or to change the email address linked to the user's account.

4.1. In relation to the above, our Office noted that the intention of the controller to request additional identification information is to protect any unauthorised disclosure. However, as stated in recital 64, the controller should not retain personal data for the sole purpose of being able to respond to potential requests. Therefore, it was determined that collecting a telephone number solely to satisfy the data subject's rights is excessive, regardless of when the data are collected.

4.2. Following this, the controller was requested to review the process of satisfying users' rights, without requiring data that had not already been collected at the time of registration. In their response, the controller stated that since 28/09/2023, they had revised the process of satisfying

users' rights without requiring data that had not already been collected at the time of registration, e.g., the collection of the telephone number is no longer required to satisfy users' rights except through the data already collected, such as email address.

4.3. The controller also confirmed that, on 28/12/2023 the complainant made another request for access by logging in to his account and was satisfied on 10/01/2024.

4.4. Our office requested from the complaint-receiving CSA (CZ SA) to confirm with the complainant that his request was indeed satisfied. According to the CZ SA the information was sent to the complainant on 13/3/2024 by email and on 26/03/2024 by post but received no answer so far. However, since the controller provided satisfactory proof of the access request satisfaction, no more evidence is required.

Commissioner's conclusion

In view of the above, considering that

- i. the Controller's purpose was to protect any unauthorised disclosure,
- ii. the Controller did not intend to bring harm to any data subject,
- iii. the Controller cooperated fully during the investigation and
- iv. the data subject's access request was eventually satisfied

the Commissioner considers that this case can be closed and there is no need for any corrective measures.

Cyprus SA