

COMPLAINANT

See appendix

CONTROLLER

Klarna Bank AB

Swedish ref.:
IMY-2024-10369

Nat.ref.no:
521.17488

IMI case register:
535935

Date:
2025-05-09

Final decision under the General Data Protection Regulation – CDON AB

Decision of the Swedish Authority for Privacy Protection

The Swedish Authority for Privacy Protection (IMY) notes that Klarna Bank AB (556737-0431) has now complied with the applicant's request for erasure. In the light of the above, IMY finds no reason to take any further action in this 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) due to a complaint. The complainant has been submitted to IMY, as the lead supervisory authority under Article 56 GDPR, by the supervisory authority of the country (Germany) in which the complainant lodged its complain in accordance with the Regulation's provisions on cooperation in cross-border processing.

Since it is a cross-border complaint, IMY has made use of the mechanisms got cooperation and consistency of the GDPR. The supervisory authorities concerned have been the data protection authorities in the Netherlands, Germany, France, Norway, Luxemburg, Italy, Ireland, Austria, Poland, Denmark and Spain.

The complainant essentially states the following: The complainant requested erasure in accordance of article 17 GDPR from Klarna. Klarna has not complied with the request.

Klarna essentially states the following. Klarna can't find the conversation to which the complainant refers to in his complaint nor can Klarna verify when the letter from the complainant was received. Klarna became aware of the complaint in September 2024. On the 10th of September 2024 Klarna handled the case by initiating the deletion process. The complainant was informed on the 16th of September that the erasure process has been completed.

IMY has sent Klarnas statement to the supervisory authority of the country in which the complainant lodged its complaint to give the complainant opportunity to comment on the statement. The complainant has been informed about the erasure from Klarna but

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as stated that he is not in position to check whether the account has actually been deleted. As when he tries to log in, no message is displayed that the account does not exist, but the Klarna system appears to be trying to re-register the account. The deletion request was submitted on the 29th of may 2023. Klarna has taken more than a year to delete this data.

Motivation for the decision

The complainant has requested erasure of his personal data. According to Article 17(1) GDPR, the data subject shall have the right to obtain from the controller the erasure of his or her personal data without undue delay and the controller shall be obliged to erase personal data without undue delay, under certain conditions set out in the relevant article.

Klarna Bank AB has informed IMY that Klarna Bank AB has now deleted the complainant's personal data. IMY finds no reason to question that this has happened. IMY notes that Klarna Bank AB has therefore now complied with the complainant's right to erasure. Against this background, IMY does not find any further action to be taken in this case.

The case should therefore be closed.

This draft decision has been approved by head of unit [REDACTED] after presentation by legal advisor [REDACTED]

How to appeal

If you wish to appeal the decision, you should write to the Swedish Authority for Privacy Protection (IMY). Indicate in the letter which decision you wish to appeal and the change you are requesting. The appeal must have been received by IMY no later than three weeks from the day you received the decision. If the appeal has been received in time, IMY will then forward it to the Administrative Court in Stockholm for review.

You can e-mail the appeal to IMY if it does not contain any privacy-sensitive personal data or information that may be covered by confidentiality. IMY's contact information is shown in the first page of the decision.