



The latter responded that they were satisfied with the response provided.

The company states that the failure to process this request is due to the departure of the agent responsible for responding to queries sent to its general contact email address, but states that it has put measures in place to prevent this type of failure in the future. The company states that it has:

- created a dedicated email address for requests relating to personal data protection;
- modified the contact form on its website;
- set up a ticketing system to track such requests; and
- reminded its agents of the rules and procedures concerning this type of request.

These facts lead me to remind you that, as the data controller, it is your responsibility to respond to the data subject who has made a request for access as soon as possible "*and in any event within one month of receipt of the request*".

For your information, I would like to point out that the CNIL provides professionals with a practical guide on processing access requests on its website, which can be consulted at the following address: <https://www.cnil.fr/fr/respecter-les-droits-des-nerpersonnes/orofessionnels-comment-repondre-une-demande-de-droit-daces>.

In this context, the response provided by [REDACTED] and the measures adopted to ensure that access requests are processed within the time limits set out in Article 12 of the GDPR lead me, in agreement with the other European data protection authorities concerned by this processing, to close this complaint.

However, the CNIL reserves the right, in the event of further complaints, to exercise all the powers conferred on it by the provisions of the GDPR and Law <sup>No.</sup> 78-17 of 6 January 1978, as amended, on information, files and freedoms.

Yours faithfully, On behalf of the President of the CNIL,

and by delegation,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Department