



## **Final Adopted Decision**

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national reference	██████████
case register no.	551407
A61 procedure	327523
A61 procedure	468283

### Summary of the Case

We received a complaint from a french complaint on 29 September 2021. The complainant stated that it was not possible to delete the payment information in the account settings of his user account on ██████. An employee of the customer service explained to the complainant that the payment information could no longer be deleted after the website had been updated. The removal of the current payment information was only possible if other payment information were entered instead.

We stated that we are the leading supervisory authority for the case, as the controller, the ██████████ has its main establishment in ██████████, Brandenburg in Germany. In order to be able to confront the controller with the facts presented, we asked the complainant for additional information. In particular, we wanted to know the email address and user name under which the complainant maintains his account on ██████. In addition, it was necessary for the complainant to agree that his personal data can be disclosed to the controller in order to make it possible to clarify the facts of the case. Lastly, we asked for proof of his account settings, which showed that he could not delete the payment information.

On 6 January 2023, the french supervisory authority (CNIL) informed us that they would approach the complainant with the questions. On 2 March 2023, we were informed by the CNIL that the complainant had not replied, even though he had been given one month to reply. In the meantime two more months have passed. It can no longer be assumed that the complainant will reply.

In the Draft Decision A60 IMI 589607 from 20 December 2023, we have send our proposal to dismiss this proceeding. We have not received any objections until closure by 18 January 2024.

### Investigation by the SA

Due to missing information from the complainant, it was not possible to hear the [REDACTED] on the facts of the case. As we are unable to hear the controller and ask him to comment, we are unable to review the proposed failed deletion of the payment information in the account settings of the complainant.

### Proposed action by the SA

We decided to close this case without taking further action.

On behalf of the Brandenburg Commissioner for Data  
Protection and Access to Information,

February 29, 2024  
Kleinmachnow, Germany