

5 December 2025

J.No. 2024-7321-1118

Doc.no. 808754

Caseworker

[REDACTED]
[REDACTED]

Your complaint about Trustpilot A/S

Case register: 443835

DK SA received the complaint on: 601299

Berlin SA reference no: 521.17327.

DK SA reference no.: 2024-7321-1118

**The Danish Data
Protection Agency**

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Decision of the Danish Data Protection Agency

On 30 January 2024, the Danish Data Protection Agency received a complaint against Trustpilot A/S from the Berlin supervisory authority.

The complaint relates to the fact that [REDACTED] has requested that Trustpilot A/S delete all information about the complainant, cf. Article 17 of the GDPR, and that this had not been accommodated at the time when the complaint was submitted.

As part of the proceedings, on 18 November 2024, the Danish Data Protection Agency requested an opinion from Trustpilot A/S, which the Danish Data Protection Agency received on 29 November 2024.

The Danish Data Protection Agency then sent a copy of the opinion to the Berlin supervisory authority so that the complainant could submit her comments. On 29 January 2025, the complainant sent her comments, stating that Trustpilot A/S had now deleted the complainant's data/account and that, on that basis, the complainant was satisfied with the handling of the case.

The Danish Data Protection Agency therefore considers that the Danish Data Protection Agency has dealt with the case to the extent appropriate, cf. Article 57(1)(f) of the GDPR, in the light of the fact that the complainant has indicated that she is satisfied with the outcome of the case, as Trustpilot A/S has deleted the data that is the subject matter of the complaint.

The Danish SA hereby considers the case closed and does not take any further action.

Kind regards

[REDACTED]