

COMPLAINANT

See Annex

Act number:
IMY-2026-4365

**Case number of the Danish
Data Protection Authority**
2025-31-2516

Case register in IMI:
887582

Date:
2026-06-10

Final decision pursuant to Article 60 under the General Data Protection Regulation

Decision of the Integrity Protection Authority

The Swedish Authority for Privacy Protection (IMY) considers that there is reason to send an information letter to Nordea Bank Apb, filial i Sverige. IMY will therefore not take any further action in the case at this time.

IMY closes the case.

Presentation of the complaint

The Danish Data Protection Authority (Datatilsynet) has received a complaint under Article 77 of the EU General Data Protection Regulation (GDPR)¹ against Nordea Bank Apb, branch in Sweden (hereinafter Nordea). The complaint has been submitted to IMY in accordance with the GDPR provisions on cooperation in cross-border processing. IMY has dealt with the complaint in its capacity as lead supervisory authority under Article 56 GDPR.

The complainant states, in essence, the following. According to the information provided by the complainant, Nordea continues to send letters to the complainant's address, even though the complainant has received a request for the erasure of its personal data and the termination of services.

Grounds for the decision

It follows from Article 57(1)(f) of the GDPR that IMY is to deal with complaints from data subjects who consider that their personal data are being processed in a manner contrary to the GDPR. The provision further states that IMY shall, where appropriate, examine the subject matter of the complaint. The Court of Justice of the European Union has ruled that the supervisory authority must investigate such complaints with due care.²

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¹ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

² Schrems II, C-311/18, EU:C:2020:559, paragraph 109.

Based on the nature of the case, IMY finds it to be appropriate to send a letter to the company with information about the complaint and the applicable rules. This means that IMY has not assessed whether the processing described in the complaint complies with the provisions of the GDPR. The purpose of the information letter is to inform the company about the complaint and relevant provisions and to give the company an opportunity to review its own processing of personal data. If the complainant remains dissatisfied with the company's handling of their personal data after four weeks have elapsed since IMY sent the information letter to the company, the complainant may submit a renewed complaint.

In the light of the above, IMY finds no reason at this stage to investigate the complaint further.

The case is therefore to be closed.

[REDACTED]

This draft decision has been approved by the legal advisor [REDACTED]

Attachments

Complainant's personal data

Informational letter to the controller

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.