

[Name]
[Address]

Case handler :

Paris, [Date]

[Agent]

N/Ref: [Mail ID]

Complaint no. [Complaint reference]
(to be included in all correspondence)

[Madam/Sir],

You have lodged a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL) concerning, on the one hand, the lawfulness of the processing of your personal data by [REDACTED] and, on the other hand, the difficulties encountered in exercising your right of access.

In particular, you referred to [Summary of facts].

First of all, we apologise for the delay in processing your case. Our Commission is receiving an increasing number of complaints, and this is having an impact on the time taken to process them.

According to our investigations, on 24 April 2024, the Paris Commercial Court opened a liquidation procedure against [REDACTED], resulting in the cessation of its activity.

We have contacted the liquidators, which ensured that any data still held by [REDACTED] will be deleted by the end of the liquidation procedure.

Under these circumstances, there is no longer any possibility for the CNIL to intervene in support of your complaint and it is therefore closed. These elements have been brought to the attention of the liquidators.

We also draw your attention on the fact that the CNIL is not competent to rule on any damage or compensation, in particular pecuniary compensation.

For your information, the CNIL has sanctioned two companies in the [REDACTED] of which [REDACTED] is a subsidiary, for using data provided by data brokers for commercial prospecting purposes, without ensuring that the data subjects had validly consented to this processing:

- [REDACTED]

- [REDACTED]

In addition, several [REDACTED] companies have been convicted of misleading commercial practices:

- In [REDACTED], the DGCCRF fined the [REDACTED] 10 million EUR

[REDACTED]

- In December 2024, the Paris Criminal Court convicted [REDACTED] companies in the [REDACTED] as well as their CEO and main shareholder.

([REDACTED]

Sincerely yours,

[REDACTED]

Directorate for the exercise of rights and
complaints

Subject to the applicant's right to bring an action, CNIL decisions may be appealed to the Conseil d'Etat within two months of their notification, plus :

- *one month for residents of Guadeloupe, French Guiana, Martinique, Réunion, Saint-Barthélemy, Saint-Martin, Mayotte, Saint-Pierre-et-Miquelon, French Polynesia, the Wallis and Futuna Islands, New Caledonia and the French Southern and Antarctic Territories;*
- *two months for people living abroad.*