

The Chairwoman

Paris, March 10, 2026

Dear Madam,

I am writing to follow up on the exchanges that took place between the French Data Protection Authority (CNIL) and [REDACTED] in connection with the investigation of the complaint lodged by [REDACTED], which was forwarded to the CNIL by the Belgian data protection authority.

In this case, [REDACTED] stated that she had used the services of [REDACTED] to photograph and film her wedding. She specified that the contract did not include any authorisation allowing [REDACTED] to broadcast the event on social media.

However, the complainant noted that [REDACTED] had published several photographs and videos on its Instagram page [REDACTED] including images of minors. She added that she had requested, by email dated 13 March 2021, the deletion of all video and photo recordings of her wedding, regardless of the storage medium, without success.

Previously, in discussions with [REDACTED] it was stated that the data covered by the complaint related to *"a fifteen-second extract from a wedding video, showing the couple leaving the town hall, which was broadcast via an Instagram story available for twenty-four hours*". It was added that no other videos or photos had been published, either temporarily *"in a story"* or permanently *"in a post"*.

Firstly, regarding the legal basis for such publication, it was specified that Article 5 of the contract includes the following clause: *"if it becomes necessary to use the film in a context other than that defined in this contract, the service provider and the bride and groom must consult each other"*. [REDACTED] added that it had consulted the complainant, who indicated that she did not want to appear in a publication and, more specifically, did not want to be recognisable. [REDACTED] argued that the selected excerpt was taken from *"wide shots, filmed from the street and showing the exit from the town hall"*, considering that the bride and groom were not identifiable.

In any event, [REDACTED] stated that it had taken measures to prevent such a situation from recurring, adding an appendix to the contract constituting a written and explicit authorisation for the publication of content on its online media for the purpose of promoting its work.

Next, regarding the request for deletion, it was added that the applicant requested the removal of the aforementioned video clip on the day of its publication, 12 March 2021, and that her request

was immediately granted. It was specified that the applicant also confirmed that she had noted the deletion in an email sent to [REDACTED] on 13 March 2021.

In view of these factors, the explanations provided regarding the circumstances of this isolated incident and the measures already taken to prevent a recurrence of the events that are the subject of this complaint lead me, in agreement with the other data protection authorities concerned by this cross-border processing, to close the case.

However, the CNIL reserves the right, in the event of further complaints, to exercise all the powers conferred on it by the GDPR and the amended Act of 6 January 1978.

Yours faithfully,

[REDACTED]