Private & Confidential

In the matter of the General Data Protection Regulation

DPC Complaint Reference: [redacted]

IMI Reference: [redacted]

In the matter of a complaint, lodged by [redacted] **with the Berliner Beauftragte für Datenschutz und Informationsfreiheit (Berlin DPA) pursuant to Article 77 of the General Data Protection Regulation, concerning MTCH Technology Services Limited**

Record of Amicable Resolution of the complaint and its consequent withdrawal pursuant to Section 109(3) of the Data Protection Act, 2018

Further to the requirements of EDPB Guidelines 06/2022 on the practical implementation of amicable settlements Version 2.0 (adopted on 12 May 2022)

RECORD OF AMICABLE RESOLUTION FOR THE PURPOSE OF EDPB GUIDELINES 06/2022 ON THE PRACTICAL IMPLEMENTATION OF AMICABLE SETTLEMENTS VERSION 2.0

(ADOPTED ON 12 MAY 2022)

Dated the 23rd day of December 2025

An Coimisiún um Chosaint Sonraí
Data Protection Commission

Data Protection Commission
6 Pembroke Row
Dublin 2, Ireland

Background

1. On 2 February 2025, [redacted] ("the **Data Subject**") lodged a complaint pursuant to Article 77 of the GDPR with the Berliner Beauftragte für Datenschutz und Informationsfreiheit ("the **Recipient SA**") concerning MTCH Technology Services Limited ("the **Respondent**").

2. In circumstances where the Data Protection Commission ("the **DPC**") was deemed to be the competent authority for the purpose of Article 56(1) of the GDPR, the Recipient SA transferred the complaint to the DPC on 17 April 2025.

The Complaint

3. The details of the complaint were as follows:

    a. The Data Subject emailed the Respondent on 28 November 2024, requesting erasure of their personal data, following a ban on their account.

    b. The Respondent replied that same day advising that after an account is closed, it is no longer visible on the platform and that personal data is deleted in accordance with its Privacy Policy.

    c. As the Data Subject was not satisfied with the response received from the Respondent, they lodged a complaint with the Recipient SA.

Action taken by the DPC

4. The DPC, pursuant to Section 109(4) of the Data Protection Act, 2018 ("the **2018 Act**"), is required, as a preliminary matter, to assess the likelihood of the parties to the complaint reaching, within a reasonable time, an amicable resolution of the subject-matter of the complaint. Where the DPC considers that there is a reasonable likelihood of such an amicable resolution being concluded between the parties, it is empowered, by Section 109(2) of the 2018 Act, to take such steps as it considers appropriate to arrange or facilitate such an amicable resolution.

5. Following a preliminary examination of the material referred to it by the Recipient SA, the DPC considered that there was a reasonable likelihood of the parties concerned reaching, within a reasonable time, an amicable resolution of the subject matter of the complaint. The DPC's experience is that complaints of this nature are particularly suitable for amicable resolution in circumstances where there is an obvious solution to the dispute, if the respondent is willing to engage in the process. In this regard, the DPC had regard to:

    a. The relationship between the Data Subject and Respondent (being, in this case, an individual and service provider); and

    b. The nature of the complaint (in this case, an unsuccessful attempt by the Data Subject to exercise their data subject rights).

6. While not relevant to the assessment that the DPC is required to carry out pursuant to Section 109(4) of the 2018 Act, the DPC also had regard to EDPB Guidelines 06/2022 on the practical implementation of amicable settlements Version 2.0, adopted on 12 May 2022 (**"Document 06/2022"**), and considered that:

    a. the possible conclusion of the complaint by way of amicable resolution would not hamper the ability of the supervisory authorities to maintain the high level of protection that the GDPR seeks to create; and that

    b. such a conclusion, in this case, would likely carry advantages for the Data Subject, whose rights under the GDPR would be vindicated swiftly, as well as for the controller, who would be provided the opportunity to bring its behaviour into compliance with the GDPR.

Amicable Resolution

7. The DPC engaged with both the Data Subject (via the Recipient SA) and Respondent in relation to the subject matter of the complaint. Further to that engagement, it was established that there was a ban on the Data Subject's account. In its reply to the DPC, the Respondent advised that it had conducted a fresh review of the suspension, and in the circumstances, offered to lift the ban on the Data Subject's account. This action would then result in the deletion of the Data Subject's user generated content associated with the previous account, and the Data Subject would then be able to create a new account on the platform.

8. On 8 July 2025, the DPC wrote to the Data Subject, via the Recipient SA, with the Respondent's offer to lift the ban on their account, as part of the amicable resolution process. The Recipient SA confirmed that it issued the DPC's correspondence to the Data Subject on 29 July 2025.

9. On 29 August 2025, the Data Subject contacted the DPC directly and accepted the Respondent's offer to lift the ban on their account, confirming that this action would amicably resolve their complaint. The DPC informed the Respondent and the Recipient SA of the response of the Data Subject. On 3 September 2025, the Respondent confirmed to the DPC that the ban had been lifted on the Data Subject's account, and it had informed the Data Subject directly.

10. On 4 September 2025, the DPC wrote to the Data Subject, via the Recipient SA, to confirm that the ban had been lifted and noted that the dispute between the Data Subject and Respondent appeared to have been resolved. The Recipient SA issued the DPC's correspondence to the Data Subject on 17 September 2025.

11. The DPC did not receive any further communication from the Data Subject and, accordingly, the complaint has been deemed to have been amicably resolved. On 22 October 2025, and in light of the foregoing, the DPC wrote to the Recipient SA noting that the DPC considered the complaint to have been amicably resolved and withdrawn in accordance with section 109(3) of the Act and that it would conclude the case and inform the Respondent.

12. In circumstances where the subject matter of the complaint has been amicably resolved, in full, the complaint, by virtue of Section 109(3) of the 2018 Act, is deemed to have been withdrawn by the Data Subject.

Confirmation of Outcome

13. For the purpose of Document 06/2022, the DPC confirms that:

    a. The complaint, in its entirety, has been amicably resolved between the parties concerned;

    b. The agreed resolution is such that the object of the complaint no longer exists; and

    c. Having consulted with the supervisory authorities concerned on the information set out above, as required by Document 06/2022 the DPC has now closed off its file in this matter.

14. If dissatisfied with the outcome recorded herein, the parties have the right to an effective remedy by way of an application for judicial review, by the Irish High Court, of the process applied by the DPC in the context of the within complaint.

Signed for and on behalf of the DPC:



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Deputy Commissioner
Data Protection Commission