In the matter of the General Data Protection Regulation

DPC Complaint Reference: [redacted]

In the matter of a complaint, lodged by [redacted] **with the Data Protection Commission 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 12 MAY 2022

Dated the 29th day of December 2025

An Coimisiún um Chosaint Sonraí
Data Protection Commission

Data Protection Commission
6 Pembroke Row
Dublin 2, Ireland

Background

1. On 29 March 2024, [redacted] ("the **Data Subject**") lodged a complaint pursuant to Article 77 GDPR with the Data Protection Commission ("the **DPC**") concerning MTCH Technology Services ("the **Respondent**").

2. The DPC was deemed to be the competent authority for the purpose of Article 56(1) GDPR.

The Complaint

3. The details of the complaint were as follows:

    a. following the suspension of their account, the Data Subject submitted an access request, pursuant to Article 15 GDPR, to the Respondent on 1 February 2024.

    b. the Data Subject was not satisfied with the response received from the Respondent and subsequently lodged a complaint with the DPC.

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 Data Subject, 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 consumer and a 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 and the Respondent in relation to the subject-matter of the complaint. The DPC wrote to the Respondent providing them with a summary of the complaint along with the copies of the correspondence, as provided by the Data Subject. In its correspondence to the Respondent, the DPC asked it to provide the Data Subject with their requested data, as appropriate, and to address the additional queries they had raised as part of their complaint.

8. Responding to the DPC, the Respondent outlined that, following receipt of the Data Subject's correspondence, it had provided the Data Subject with clarifications regarding the retention of their data, with reference to the relevant sections of their Privacy Policy and stated that it had relied on Article 15(4) GDPR as the basis for withholding certain aspects of their data from the Data Subject. The Respondent also addressed the individual points raised by the Data Subject as additional queries in their complaint. The DPC wrote to the Data Subject and providing them with a copy of the Respondent's response, and invited any further comments.

9. Responding to the DPC, the Data Subject explained that they had yet received a hard copy of their personal data (as originally requested) and expressed their dissatisfaction with the Respondent's reliance on Article 15(4) GDPR as grounds for withholding the details which led to the suspension of their account. The DPC further engaged with the Respondent in relation to these outstanding concerns. On 21 July 2025, the Respondent confirmed to the DPC that its records indicated that a hard copy of all data, to which the Data Subject was entitled, had been successfully received by the Data Subject and that it (i.e. the Respondent) had received no further correspondence from the Data Subject.

10. The DPC wrote to the Data Subject on 21 July 2025, outlining the DPC's engagement with them and the Respondent in respect of this complaint. The DPC also conveyed the Respondent's assertion that the requested hard copy of their data had now been provided. In doing so, the DPC noted that the requested personal data now having been provided by the Respondent, the dispute between the Data Subject and Respondent appeared to have been resolved. In the circumstances, the DPC asked the Data Subject to notify it, within a specified timeframe, if they were not satisfied with the outcome, so that the DPC could take further action. The Data Subject responded to the DPC, confirming receipt of the hard copy of their personal data. In the same correspondence the Data Subject noted that the data provided did not include copies of the data the Respondent explained might adversely affect the rights and freedoms

of third parties. While the Data Subject remained not completely satisfied with the Respondent's decision to withhold the user report that related to them from the data package given to them, they accepted the closing of this case and, accordingly, this complaint has been deemed to have been amicably resolved.

11. 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

12. 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.

13. 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:



_____

Deputy Commissioner

Data Protection Commission