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 Integritetsskyddsmyndigheten (Sweden DPA) pursuant to Article 77 of the General Data Protection Regulation, concerning Meta Platforms Ireland 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 29th day of May 2026

An Coimisiún um Chosaint Sonraí
Data Protection Commission

Data Protection Commission
6 Pembroke Row
Dublin 2, Ireland

Background

1. On 20 May 2025, [redacted] ("the **Data Subject**") lodged a complaint pursuant to Article 77 of the GDPR with the Integritetsskyddsmyndigheten ("the **Recipient SA**") concerning Meta Platforms Ireland 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 10 June 2025.

The Complaint

3. The details of the complaint were as follows:

    a. The Data Subject contacted the Respondent on 23 May 2025 (delivered on 27 May 2025) via registered post, to request erasure of their account and all personal data on the Respondent's Facebook platform. In their letter, the Data Subject noted they had tried to delete their account several times on different devices, within the app and using various browsers, but they always received an "error message" and were unable to complete the deletion. The Data Subject further noted they had reported the problem several times but had not received a confirmation and the Respondent had not taken any action.

    b. The Data Subject noted that they had not received any response from the Respondent.

    c. As the Data Subject was dissatisfied with not receiving a response 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 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 (via the Recipient SA) and Respondent in relation to the subject matter of the complaint. Further to that engagement, it was established that the Respondent received the Data Subject's letter on 27 May 2025, and acknowledged that the customer service provided to the Data Subject in this instance fell below expectations. The Respondent advised the DPC that according to its records there appeared to be a technical issue when the Data Subject tried to delete their account, however, this technical error has since been resolved. The Respondent apologised for the inconvenience caused to the Data Subject. Furthermore, it was noted that now the Data Subject should be able to delete their account without any difficulties. The Respondent offered further assistance should the Data Subject encounter any problems when attempting to access and delete their account.

8. On 1 October 2025, the DPC's letter outlining the information provided by the Respondent, as part of the amicable resolution process, issued to the Recipient SA for onward transmission to the Data Subject. In its correspondence to the Data Subject, the DPC requested that the Data Subject notify it, within a specified timeframe, if they were not satisfied with the information provided by the Respondent, so that the DPC could take further action. The Recipient SA confirmed to the DPC that they issued this correspondence to the Data Subject on 9 October 2025.

9. On 26 November 2025, the Recipient SA confirmed to the DPC, that no response had been received from the Data Subject.

10. On 2 December 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.

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:



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Deputy Commissioner
Data Protection Commission