Final Decision

The complainant complained that in its privacy policy, the company had indicated a postal address in the USA as the only contact option, but not an e-mail address or a web form.

We first conducted a hearing to determine the lead supervisory authority. It was found that we are the lead supervisory authority. At the same time, the company announced that it had already decided in May 2018 to include the e-mail address in the privacy policy. The implementation had not taken place due to a human error. However, this was done immediately, so that the e-mail address compliance@mozilla.com and the link to a portal for enquiries from data subjects are now also integrated as a contact option. This has been checked by us.

Irrespective of the question as to whether there was a breach of data protection here, it no longer applies. We therefore see no reason to take any further action in this matter and conclude the matter.

Moreover the Austrian DPA has informed us that the complainant has withdrawn his complaint independently of this.