

The Chair

**REGISTERED LETTER WITH
ACKNOWLEDGEMENT OF RECEIPT**

AR No: 2C. 151 961 6144 2

Investigation of the case:

Paris, on

09 MAI 2022

Ref. No. : MLD/JTI/CM

Referral No. and No.

(to be quoted in all correspondence)

Dear Sir,

I am following up on the exchanges that have taken place between the departments of the *Commission Nationale de l'Informatique et des Libertés* ("CNIL" - French Data Protection Authority) and your company as part of the investigation of the complaints made by and forwarded to the CNIL by the Spanish Data Protection Authority.

In this case, stated that he had requested the deletion of his user account, by email on 23 February 2021, and stated that he had requested the deletion of his first name and surname accessible on your website by email on 29 August and on 6, 13 and 22 September 2021. Neither received a response to their request.

Based on the searches carried out by your departments as part of the investigation of these complaints, you stated that's user account has been erased since you cannot find it from his email address. The applicant has confirmed to you that he is no longer able to log in to the account.

With regard to's request, it was stated that his surname and first name have been deleted from your website, that the article he published has also been deleted and that you have requested the de-indexing of the URL address referring to the deleted article from the Google search engine. You have also informed the applicant of the measures taken.

Your departments explained the absence of a response to's request by the fact that he did not have a user account, that he exercised his request for erasure through a public email address and that his e-mail must have ended up in the spam box. They added that they had taken steps to prevent such a situation from happening again.

The answers provided lead me, in agreement with the other European data protection authorities, to close these complaints.

RÉPUBLIQUE FRANÇAISE

3 Place de Fontenoy, TSA 80715 - 75334 PARIS CEDEX 07 - 01 53 73 22 22 - www.cnil.fr

However, if there are new complaints, the CNIL reserves the right to make use of all the powers granted to it by the GDPR and by the French Data Protection Act of 6 January 1978 as amended.

Yours faithfully,



Marie-Laure DENIS