

The President



Registered letter with AR

N° 2CJR67468045

Examination of the case:

Paris, the 23 SEP. 2019

Our Ref.: MLD/JLI/KKR/XD/APA/CLP191091

Case n°19002617

(to be referenced in all correspondence)

Dear Mr. Chief Executive Officer,

This is further to the email exchanges between my services and [REDACTED]'s Legal Director, concerning the complaint addressed to the CNIL by the Spanish data protection authority, in accordance with the provisions of Article 56.1 of the General Data Protection Regulation (GDPR).

The complaint concerned a request to delete a user account on the website <[REDACTED]>.

Those exchanges lead me, in agreement with other European data protection authorities concerned by the processing carried out by your company, to proceed to the closure of this complaint.

Indeed, it is noted that the request to delete a user account from the complainant has been taken into account in accordance with the article 17 of the GDPR.

Furthermore, I have taken notes of the explanation given on the payment data retention period, as provided in article L.133-24 of the Monetary and Financial Code, which specifies that "The payment service user shall, without delay, report to his payment service provider an unauthorised or incorrectly executed payment transaction and at the latest within 13 months of the debit date under penalty of foreclosure unless the payment service provider has not provided or made available to him the information relating to that payment transaction in accordance with Chapter IV of Title 1 of Book III". As a result, regardless the deletion of the complainant's user account, some information necessary to manage any claims and disputes related to a payment made on your platform are stored in an intermediate archive during a thirteen months period since the last payment made on the user account, and this, in accordance with Article 17(3) of the GDPR.

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Finally, I have noticed that the complainant was directly informed by email on the 1st of April 2019 of the consideration given to his request, the need to keep some of his data and the date on which all his data will actually be deleted in their entirety.

The CNIL reserves the right, in case of new complaints, to use all of the powers conferred to it under the GDPR and the law of January 6th, 1978 as amended.

Yours sincerely.

