

Summary Final Decision Art 60

Complaint

Reprimand

EDPBI:DEBE:OSS:D:2020:157

Background information

Date of final decision:	22 October 2020
Date of broadcast:	3 November 2020
LSA:	DEBE
CSAs:	BE, CY, DE, DK, ES, FI, FR, IE, NO, PT, SE
Controller:	Callosum Software GmbH
Legal Reference:	Right of access (Article 15), Transparency and Information (Articles 12, 13 and 14)
Decision:	Reprimand
Key words:	Right of access, children, transparency

Summary of the Decision

Origin of the case

The complainant's mother, who is the authorized representative, requested a copy of the personal data stored about the complainant. As the controller could not verify that the sender was in fact the authorized representative of the complainant, no reply was provided to the request for a copy of the personal data.

Findings

The LSA investigated the case and found that the controller did not comply with his obligations under Art. 12 (3) GDPR. The LSA pointed to the possibilities under Art. 12 (6) GDPR to request additional information necessary to confirm the identity of the person concerned, which the controller did not make use of.

Decision

The LSA found that the controller violated Art. 12 (3) GDPR and issued a reprimand.