

Final Decision

Case Register	474483
National file number	11.17.001.010.177
Controller	TechSolutions (CY) Group Ltd
Date	16.6.2023

TechSolutions (CY) Group Ltd
aml@techsolutions.group

Dear Sir,

Further to the exchange of communications between Cyprus SA (the Commissioner for Personal Data Protection) and TechSolutions (CY) Group Ltd (the controller) concerning a complaint involving a right of access request, we would like to bring to your attention the following assessment of the Commissioner.

Summary of the Case

2.1. [REDACTED] (the data subject) stated in his complaint, that he contacted the controller via his legal representative [REDACTED] ([REDACTED]) through email at aml@techsolutions.group on 16/3/2022, requesting that they provide information of all registration data related to him as is his legal right according to Article 15 of the GDPR. He also stated that he did not receive a reply to the above.

2.2. The Controller, TechSolutions (CY) Group Ltd, is registered in Cyprus, and therefore Cyprus SA is acting as the LSA for the complaint.

Cyprus SA investigation

3.1. Our Office contacted the controller and requested their views regarding their failure to satisfy the complainant's right of access request.

3.2. In their response, the controller informed us that the law firm representing the complainant had also made other enquiries regarding other clients which the controller had responded. As regards the request made on behalf of the complainant, it was unfortunately lost in the email chain with the law firm's email address. Despite this, as soon as they received a relevant complaint, they provided the complainant with the requested information on 25 October 2022 (please see a copy of the communication in the Relevant Documents section).

3.3. The complainant's representative confirmed the information received on 25 October 2022 and is satisfied.

Cyprus SA assessment

4. Considering the fact that the controller complied with the complainant's request immediately upon receiving our email, Cyprus SA is of the view that the

mere delay appears to be a minor infringement which only slightly affects the data subject's rights and freedoms.

5. After consideration of the significance of the infringement and the controller's cooperation in the investigation process, the Commissioner considers that the investigation proceedings can be concluded as no further supervisory measure is necessary at this stage.

6. The Commissioner reserves the right, in the event of any future complaints lodged by data subjects, to use all powers afforded to her by the GDPR and by national Law 125(I)/2018.

Commissioner
for Personal Data Protection
Cyprus