

## Summary Final Decision Art 60

Complaint

No violation

### Background information

Date of final decision:	3 August 2019
LSA:	UK
CSAs:	AT, BE, BG, CY, CZ, DE, DK, EL, ES, FI, FR, HR, HU, IE, IT, NO, PL, PT, SE
Legal Reference:	Transparent information, communication and modalities for the exercise of the rights of the data subject (Article 12), Information to be provided (Articles 13-14), Right of access (Article 15)
Decision:	No violation
Key words:	Data subject rights, right of access

### Summary of the Decision

#### Origin of the case

A French complainant asked the controller how to download all of his personal data and the controller went on with the necessary identification verification checks.

#### Findings

Upon receipt of the identity verification, the controller escalated the request promptly and supplied the data subject with an encrypted file containing his personal data via email, and subsequently with the decryption password. The initial delay in dealing with the matter was due to the fact that the emails from the controller had been sent to the data subject's spam folder.

#### Decision

The UK SA found that the controller complied with its obligations under the GDPR.