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Specialization:Python Backend

Multi-Jurisdiction Compliance Challenge

Customer A : Abena (Ghana)

1. Does Abena have a legal right to deletion under Ghana DPA?

Yes. Abena has the right to request deletion of her personal data under Ghana Data Protection Act, 2012 (Act 843) because she is no longer using the service and has no outstanding orders or disputes. The law requires organizations to avoid retaining personal data longer than necessary for the purpose of collection.

2. What are ShopGhana's obligations?

ShopGhana must verify Abena's identity before processing the request. After verification, the company must delete unnecessary personal data such as marketing information, browsing activity, and unused account information. However, data processing must always have a lawful business or regulatory basis.

3. What data can be retained and for how long?

The company can retain transaction records and financial audit data because they are required for tax compliance, accounting reporting, and legal accountability. Marketing and non-essential personal data should be removed.

4. What response deadline is required?

ShopGhana should respond within approximately 21 days according to Ghana data protection enforcement practice.

Customer B : Lukas (Germany)

1. Does Lukas have a legal right to erasure under GDPR?

Yes. Lukas has the right to request data erasure under Article 17 of General Data Protection Regulation (GDPR), commonly called the “Right to be Forgotten”.

2. Are there any exemptions?

Yes. ShopGhana can retain data if it is required for legal obligations, financial accounting, or protection against legal claims. The company is not required to delete records that are legally necessary.

3. What specific steps must ShopGhana take?

The company must verify Lukas’s identity, remove personal profile data, delete marketing records, notify third-party data processors, and check backup storage systems to ensure deleted data is not restored.

4. What is the response deadline?

The company must complete the request within 30 days (1 month).

5. What happens if the company misses the deadline?

Failure to meet the deadline may result in heavy administrative penalties, regulatory investigation, and potential fines within the European Union.

Customer C : Maria (California, USA)

1. What rights does Maria have under CCPA/CPRA?

Maria has the right to request deletion of personal data and to stop the sale of her personal information under California Consumer Privacy Act (CPRA/CCPA).

2. Can ShopGhana process the deletion request immediately?

No. Maria has an active return dispute, so business, legal, and financial records must be retained until the dispute is resolved.

3. How should ShopGhana respond to the “stop selling” request?

ShopGhana must add Maria’s account to the “Do Not Sell My Personal Information” list and ensure her data is not shared with third parties for commercial purposes.

4. What is the response deadline?

The company must respond within 45 days, and this period can be extended once with proper notification.

5. What must be disclosed to Maria?

ShopGhana must disclose the type of data collected, the purpose of processing, and third parties that received the customer's data.

Comparison Table

Element	Ghana DPA	GDPR	CCPA/CPRA
Right to deletion	Yes	Yes	Yes
Exemptions	Legal records, disputes, audit data	Legal obligation, public interest, defense claims	Business records, disputes
Response deadline	~21 days	30 days	45 days
Penalties	National regulatory fines	Very high EU fines	Civil penalties
Consent requirement	Required unless lawful basis exists	Strong consent rules	Notice and opt-out for data sale