

COMPLAINANT

See appendix

CONTROLLER

Easypark AB

Swedish ref.:
IMY-2025-2171

Dutch ref:
2024-002798

IMI case register:
724983

Date:
2025-05-29

Final decision pursuant to Article 60 under the General Data Protection Regulation – Easypark AB

Decision of the Swedish Authority for Privacy Protection

The Swedish Authority for Privacy Protection finds that Easypark AB, 556626-7893, has complied with the complainant's request for access. In the light of the above, IMY finds no reason to take any further action in this case.

The case should therefore be closed.

Presentation of the supervisory case

IMY has initiated supervision regarding Easypark AB (Easypark or the company) due to a complaint that concerns the right to erasure. The complaint has been submitted to IMY, as lead supervisory authority pursuant to Article 56 of the GDPR. The handover has been made from the supervisory authority of the country where the complaint has been lodged (The Netherlands) in accordance with the provisions of the GDPR on cooperation in cross-border processing.

The case has been handled through written procedure. In light of the complaint relating to cross-border processing, IMY has used the mechanisms for cooperation and consistency contained in Chapter VII of the GDPR.

The complainant has essentially stated the following. The complainant has requested erasure of his personal data by e-mail after that Easypark was subject to a cyberattack. The complainant was then asked to fill in a form on the company's website which required him to fill in his personal data again, something he did not want to do because he lacked trust for the company's processing of personal data. The complainant considers that his e-mail must have been sufficient to deal with his request.

Easypark has essentially stated the following. The reason why the complainant's request for erasure by e-mail was not handled was due to human error. The complainant's personal data was deleted on January, 31 2025. Following a cyber attack in December 2023, the company received a large number of requests during the period in question. During that period, the web form, which was not mandatory to use, was the preferred method for submitting requests. The structured format of the web

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form helped Easypark to gather all information necessary and thereby streamlining the handling of these requests. The company now has an updated process to handle the increased number of requests and has also expanded its workforce and provided additional training about the data subject request process. EasyPark processes all requests received through various channels, such as telephone and e-mail, provided that the individual's identity can be securely verified. All verifiable requests, regardless of submission method, will be handled in accordance with applicable data protection regulations.

The applicant has been given the opportunity to comment on Easypark's statement and has stated, inter alia, that he wishes confirmation of the erasure of his data. Easypark has therefore submitted a screenshot from its customer management system which, according to Easypark, shows that no search results were found when searching for the applicant's personal data.

Motivation for the decision

The complainant has requested the erasure of his personal data pursuant to Article 17 in the GDPR. The provision means that the controller is obliged, under certain circumstances, to erase the personal data of a data subject when receiving such request.

Easypark has informed IMY that the company erased the complainant's personal data in January 2025 and has also submitted a screenshot from its customer management system to support this fact. IMY finds no reason to question the company's information and therefore notes that Easypark has now complied with the complainant's right to erasure. Furthermore, the company states that it has taken steps to ensure that all verified requests are met regardless of the channel through which they were submitted. In the light of the above, IMY finds no reason to take any further action in the case.

The case should therefore be closed.

This decision has been made by the specially appointed decision maker [REDACTED].

Appendix

The complainant's personal data

How to appeal

If you wish to appeal the decision, you should write to the Swedish Authority for Privacy Protection (IMY). Indicate in the letter which decision you wish to appeal and the change you are requesting. The appeal must have been received by IMY no later than three weeks from the day you received the decision. If the appeal has been received in time, IMY will then forward it to the Administrative Court in Stockholm for review.

You can e-mail the appeal to IMY if it does not contain any privacy-sensitive personal data or information that may be covered by confidentiality. IMY's contact information is shown in the first page of the decision.