

VARNER AS
Postboks 124
1376 BILLINGSTAD

Your reference

Our reference
23/04598-6

Date
02.01.2025

'Sui Generis' Decision - Varner AS

On 15 December 2023, the Swedish Data Protection Authority («Integritetsskyddsmyndigheten» «IMY») shared with the Norwegian Data Protection Authority («Datatilsynet», «us», «our») a complaint lodged against Varner AS («Varner»). The latter is a Norwegian company that operates, *inter alia*, the clothing stores Volt and Junkyard.

In the complaint, the complainant argued that Varner failed to respond to an erasure request submitted under Article 17 of the General Data Protection Regulation («GDPR»)¹. The request concerned all information connected to the complainant's mail address and phone number. The complainant did not receive a reply to their request.

Datatilsynet sent a letter to Varner 18 September 2024. In the letter, we asked the controller whether they received the requests for erasure of data, as well as if they envisaged to take steps to carry out the complainant's requests.

On 17 October 2024, we received a response from Varner. Varner acknowledged that they received the complainant's erasure request on 7 February 2023 and that the request was forwarded to customer service, who are responsible for erasure request. Varner confirms that the complainant's information has been deleted and that the complainant is no longer registered at Volt nor Junkyard.

According to Varner's response the complainant's personal data was deleted and handled according to their routines. However, due to an error in the routines, the complainant was not informed about their acceptance of the request and the erasure of the complainant's data. They have used the case as an opportunity to remind their employees of the routines regarding erasure requests.

¹ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing

Seeing as the company's response seems to adequately deal with the issues raised in the inquiry, we consider that the matter may be deemed to be resolved and close the case.

Right of appeal

As this decision has been adopted by the NO SA pursuant to Article 56 and Chapter VII GDPR, it is not possible to appeal it before the Norwegian Privacy Appeals Board pursuant to Section 22 of the Norwegian Data Protection Act. This decision may nevertheless be appealed before the Norwegian courts in accordance with Article 78(1) GDPR.

Kind regards

Tobias Judin
Head of Section

Selma Kjellemo
juridisk rådgiver

This letter has electronic approval and is therefore not signed