

c/o Data Protection Officer
NORWEGIAN AIR SHUTTLE ASA
Postboks 115
1330 FORNEBU

*Exempt from public disclosure:
Offl. § 13, jf. personopplysningsloven § 24 første ledd 2.
punktum*

Your reference

Our reference
21/00684-8

Date
15.01.2024

Closure of case due to withdrawal of complaint

1. Background

The Norwegian Data Protection Authority (the “**Norwegian DPA**”) is the independent supervisory authority competent for performing the tasks and exercising the powers conferred on it by the GDPR¹ on the territory of Norway.

On 13 October 2020, [REDACTED] (the “**Data Subject**”) lodged a complaint pursuant to Article 77 GDPR with the Danish Data Protection Authority (the “**Danish DPA**”) concerning Norwegian Air Shuttle ASA (“**NAS**”).

The Norwegian DPA was deemed to be the competent authority for the purpose of Article 56(1) GDPR.

2. The complaint

The details of the complaint were as follows:

- The Data Subject requested access to his personal data on 12 August 2020.
- NAS responded to the Data Subject’s message on 24 August 2020, but did not respond to the Data Subject’s access request.
- The Data Subject again requested access to his personal data on 31 August 2020, but did not receive a response.
- As the Data Subject did not get access to his personal data, he lodged a complaint with the Danish DPA.

3. Summary of how the case has been handled

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 Directive 95/46/EC (General Data Protection Regulation) OJ [2016] L 119/1.

The Danish DPA forwarded the complaint to the Norwegian DPA on 27 January 2021. On 20 September 2021, the Norwegian DPA ordered NAS to provide information regarding their handling of the Data Subject's complaint. NAS responded on 4 November 2021 and stated that the Data Subject's access request had not been handled correctly due to human error under hectic conditions during the pandemic. NAS further stated that they have now handled the Data Subject's access request.

On 18 September 2023 the Danish DPA informed the Norwegian DPA that the Data Subject is withdrawing his complaint as it is no longer relevant.

4. Conclusion

As the complaint on which this case is based has been withdrawn, the Norwegian DPA has closed its case on this matter.

Kind regards

Tobias Judin
Head of Section

Sebastian Forbes
Senior Legal Adviser

This letter has electronic approval and is therefore not signed

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