

**COMPLAINANT**

See appendix

**CONTROLLER**

Klarna Bank AB

**Swedish ref.:**  
IMY-2022-10759

**DE SA ref.:**  
521.15494

**IMI case register:**  
164557

**Date:**  
2024-11-12

# Decision under the General Data Protection Regulation – Klarna Bank AB

## Decision of the Swedish Authority for Privacy Protection

The case is closed.

### Presentation of the supervisory case

IMY has initiated supervision regarding Klarna Bank AB (Klarna) in order to investigate whether Klarna has handled the complainant's request of access in accordance with articles 15 and 12.3 in the General Data Protection Regulation. 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 (Germany) 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 concerned supervisory authorities have been the data protection authorities in Germany, Denmark, Austria, Italy, Poland and Finland.

The German supervisory authority has stated that the complaint has been withdrawn.

### Motivation for the decision

IMY shall handle complaints about incorrect processing of personal data and, to the extent appropriate, investigate the subject matter of the complaint (Article 57(1)(f) GDPR).

The complaint has been withdrawn. Therefore, IMY finds no reason to take any further action in the case. The case is closed.

**Postal address:**  
Box 8114  
104 20 Stockholm  
Sweden

**Website:**  
[www.imy.se](http://www.imy.se)

**E-mail:**  
[imy@imy.se](mailto:imy@imy.se)

**Telephone:**  
+46 (8) 657 61 00

This decision has been made by decision maker [REDACTED] after presentation by legal advisor [REDACTED].

### **Appendix**

The complainant's personal data

### **Copy to:**

DPO, Klarna Bank Ab

## **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.