



[REDACTED]
AUSTRIA

24 August, 2011

Our Ref [REDACTED]

Dear Mr. [REDACTED]

I wish to acknowledge receipt of your sixteen complaints to the Data Protection Commissioner in Ireland concerning Facebook Ireland Limited.

The Data Protection Commissioner, under Section 10 of the Data Protection Acts 1988 & 2003, **will investigate your complaints using his full legal powers if necessary.** Our investigations will commence very shortly. However, it is impossible to indicate, at this point, how long it will take to complete our investigations. We will, of course, contact you during the course of our investigations if we require any further information from you in relation to your complaints. If there are significant developments during the course of our investigations, we may advise you of them.

The first step in any investigation is to give the party about whom the complaints are made an opportunity to respond. We have already communicated your complaints to Facebook Ireland for this purpose.

Our approach to complaints, as provided under the Acts, is to try to reach an amicable resolution to the matter which is the subject of the complaint. In cases where it is not possible to reach an amicable resolution, a complainant may ask the Commissioner to make a formal decision under Section 10 of the Acts as to whether a contravention has occurred. **However, the Commissioner does not have a power to award compensation.**

Data controllers are liable under Section 7 of the Acts to an individual for damages in the Courts if they fail to observe the duty of care they owe in relation to personal data in their possession. It is a matter for any individual who feels s/he may have suffered damage from a contravention by a data controller of its data protection responsibilities to take legal advice as appropriate. This Office has no function in relation to the taking of any such proceedings under this Section or in the giving of any such legal advice.

We would ask that you quote the reference number above in all correspondence to this Office to assist us in dealing efficiently with your complaint.

Yours sincerely

A handwritten signature in black ink that reads "Tony Delaney".

Tony Delaney
Assistant Commissioner

Cuirfear fáilte roimh chomhfhreagras i nGaeilge