

**From:** PALLA Luisa <luisa.palla@edps.europa.eu>  
**To:** [REDACTED]  
**CC:** SUPERVISION <supervision@edps.europa.eu>  
**Sent at:** 18/03/24 08:47:07  
**Subject:** RE: Ref.: 2022-0997 - D(2022) 2373 (Data protection complaint)

Dear [REDACTED],

Thank you for your message. The Governance and Internal Compliance unit handles access to documents requests addressed to the EDPS in accordance with Regulation 1049/2001.

Complaint cases are handled by the Supervision and Enforcement unit, which can be contacted at [supervision@edps.europa.eu](mailto:supervision@edps.europa.eu) for follow-up on the specific case you refer to.

Kind regards,

Luisa Palla

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Luisa Palla

Head of Unit - Governance and Internal Compliance  
European Data Protection Supervisor  
[luisa.palla@edps.europa.eu](mailto:luisa.palla@edps.europa.eu)

-----Original Message-----

From: [REDACTED]  
Sent: 13 March 2024 15:53  
To: PALLA Luisa <luisa.palla@edps.europa.eu>  
Subject: Ref.: 2022-0997 - D(2022) 2373 (Data protection complaint)

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Ref.: 2022-0997 - D(2022) 2373  
Data protection complaint  
(Article 77 of the GDPR) against Frontex  
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Dear Mrs. Palla,

I am contacting you again today because I am very concerned that my complaint has not made any progress for months and I have not received any feedback on the status of its processing. As a complainant, I have the right to have my complaint dealt with within a reasonable time and to receive regular updates on the progress of the investigation.

I submitted my complaint regarding data protection on September 25th, 2022 and have not yet received any concrete response or feedback. I have repeatedly contacted your authority and asked for information, but so far my request has remained unanswered.

It is very frustrating for me that my complaint seems to be at a dead end and there is no sign of progress. I would therefore like to ask for an official explanation as to why my complaint has remained unanswered for so long and what the processing status is.

As a citizen, I have the right to have my information and data protected and to receive prompt action when I complain about data breaches. I therefore ask you to review my complaint quickly and provide prompt feedback on the current status.

I hope that my concerns are taken seriously and that you will process my complaint as quickly as possible. I would be happy to provide you with any further information or questions and thank you in advance for your support.

At this point I would like to refer to the 3-month period of Art. 78 II in conjunction with Art. 77 II GDPR.

I ask you to reply by 20.03.2024.

Yours sincerely

A black rectangular box used to redact the signature of the sender.