

This is a summary of the decision of the Commissioner.

By way of an email, the Data Protection Office received an anonymous complaint from Complainant against Respondent (Company X) alleging that:

1. Company X was giving false impression that customers needed to register on its website for a reservation with their personal details.
2. Nothing was working for online purchase on the website as well as for the reservation.
3. Company X was possessing the customer's personal data for no valid reason.

Following the statement provided by the anonymous Complainant, the Data Protection Office requested the following clarifications from Company X:

1. A written statement with regards to the averments of the complainant.
2. The procedures when a person was registering and cancelling his/her account with respect to his/ her personal data processing.

By way of a letter, Company X replied and stated that they:

1. Did not collect or store any financial data or information of any other nature on their server.
2. Their server was equipped with SSL ensuring that information travelling to their server was in an encrypted form.
3. The data collected was voluntary, meaning the users had the option not to register unless they did a purchase on the website.
4. The ticketing system was not functional. Once the technical issues were resolved, the previously collected information would be used for the specific purpose for which it was stored.

Further to this, DPO provided a recommendation to the company that it displays an appropriate notification message on its website to inform users if a service was not functional. Based on the above points raised, corrective actions were taken by Company X and DPO informed the complainant accordingly.

The Data Protection Commissioner has decided as follows: -

In view of the above, the enquiry is closed to the satisfaction of all parties under section 6 of the Data Protection Act (DPA).