

This is a summary of the decision of the DPC

The Data Protection Office received an official complaint from Complainant against Respondent regarding the use of personal data. The complainant had an upsetting phone call with Company X while asking about her late School Allowance money. After keeping the complainant on hold for 15 minutes, a female staff member admitted that nothing had been done about her previous emails and told her to wait another three weeks. When the complainant expressed her dissatisfaction, the staff refused to give her name and threatened to use the complainant's personal details to purposely slow down her file. The complainant wanted the company to listen to the recording of the call and investigate, as she believed this threat broke the law regarding how her private data should be handled.

Subsequently, the Data Protection Office wrote to Company X to request:

1. Their explanations regarding the complaint; and
2. What measures and actions has been taken to prevent such incident from occurring in the future?

By way of a letter, the company informed the office that necessary actions were taken by the company within 5 days and the complainant was informed of same accordingly. Moreover, the company informed that they did not process any personal data received from complainant to delay the process.

The Data Protection Commissioner has decided as follows:-

Based on the above points raised, this enquiry was closed to the satisfaction of all parties under section 42 of the Data Protection Act.