

This is a summary of the decision of the Commissioner.

IN THE MATTER OF:-

Complainant

VERSUS

Respondent {A Banking Institution}

The Data Protection Office received a copy of a letter titled "*Complaint against the Banking Institution*". Copies of the letter were also sent to:

1. Director Supervision, Central Bank of Mauritius
2. The Chairman of Respondent
3. CE of Respondent
4. The Head of HR of Respondent

The original copy of the letter was sent to the Governor-General of the Central Bank where Complainant stipulated that there is an officer at Respondent who is constantly viewing and wrongly using his details for personal gain. Complainant also mentioned that he lodged an official complaint at the Banking Institution on this matter.

Complainant also enclosed a copy of the reply of the Central Bank which informed the former that the matter has been taken up by Respondent and a further communication to that effect will be addressed to him in due course.

The Data Protection Office thus wrote to Complainant to request him to lodge an official complaint at this office and to inform him that a meeting was scheduled with him on a given date and time for enquiry purposes. However, Complainant informed this office by phone that he will not be available for this meeting.

Later on, Complainant came to this office whereby he informed us that an enquiry has already been initiated at Respondent's side and that he is currently awaiting a decision from Respondent before continuing with this complaint. Complainant also informed this office that once a decision is taken by Respondent he will revert back to us.

In another meeting held at this office with Complainant, Complainant informed us that the Human Resource Officer of Respondent convened him on a particular date as there was a disciplinary committee organised by Respondent concerning this issue. Complainant also mentioned that the lawyer of Respondent talked to him and confirmed that based on an audit made by Respondent, indeed this particular staff got access to his account.

Complainant was thus requested to write a letter to this office on all issues that he discussed at the Data Protection Office and to inform us on the outcome of Respondent's investigation.

However, despite several reminders sent to Complainant, the latter neither informed this office of the outcome of the enquiry made by Respondent and nor did he lodge any official complaint at the Data Protection Office.

The Data Protection Commissioner decided as follows:-

Based on the above non-cooperation from Complainant to assist the finalisation of this enquiry, the enquiry is closed.