

This is a summary of the decision of the Commissioner.

IN THE MATTER OF:-

Complainant {A client}

VERSUS

Respondent {A company}

A complaint was lodged at the Data Protection Office whereby Complainant alleged that Respondent had disclosed his personal data to a third party by sending an email containing his private details (including arrears and instalment) was sent to another email address instead of his.

This office initiated an enquiry. In its statement, Respondent declared that Complainant was initially contacted by telephone for the repayment of an overdue amount on his accounts. The latter requested that an email be sent to him and same was sent to email address xxx@gmail.com as per the phone conversation. The Customer was again contacted during the follow-up process and he advised that he had not received the initial email. His email address was subsequently recorded as xxx001@gmail.com and the initial email forwarded to his attention. To avoid any recurrence, Respondent henceforth provide customers with its contact email address for any request pertaining to their account position in lieu of taking their email address by phone. Awareness of employees has also been raised again to encrypt and password protect confidential data before sending to it to customers.

Subsequently, Complainant was again contacted to obtain his views on Respondent's statement. He claimed that the information that Respondent provided this office with was wrong. He said that he already had his email address on file, and if he was to give his email address, he would never miss that. He suggested us to request the recorded audio for confirmation.

As a result, clarification was sought from Respondent. In its reply, the latter highlighted the fact that no recording of the call is held since at that time, the concerned counter where the call took place was not equipped with recorded telephones. In addition, Respondent informed this office of the following measures taken since this incident:

- Clients are provided with the company's email contact details for any request on account position and details, in lieu of taking email address of client by phone.
- Any attachment with confidential data is encrypted and password protected before sending to a client.
- Customer was contacted and an apology tendered for the inconvenience that this may have caused.

Complainant was then requested to produce concrete evidence by a said deadline to show how this disclosure was detrimental to him, else this office would close enquiry on this matter.

Up to now, no reply has been obtained from Complainant.

The Data Protection Commissioner has decided as follows:-

As illustrated above, Respondent has taken corrective measures in order to avoid the repetition of such incidents. The enquiry is closed.