

(Department)

Athens, 21-3-2023

Prot. No.: 722

The Personal Data Protection Authority met in

composition of the Department via teleconference on 15-03-2023 at 10:30 a.m., after

at the invitation of its President, in order to examine the case which

refers to the history of the present. They were attended by George Batzalexis,

Deputy President, standing in the way of the President of the Constantine Authority

Menoudakou, and the alternate members Demosthenes Vougioukas, and Maria

Psalla, as rapporteur, in place of regular members Constantinos

Lambrinoudakis and Grigorio Tsolias respectively, who did not attend due to

obstacle although they were legally summoned in writing. Present without the right to vote,

the auditor was Georgia Panagopoulou, specialist IT scientist, as

assistant rapporteur and Irini Papageorgopoulou, employee of the department

of administrative affairs, as secretary.

The Authority took into account the following:

It was submitted to the Authority under no. prot. G/EIS/7789/07-06-2022 complaint from

A (hereinafter "complainant"), against Vodafone (hereinafter "complainant" for

receiving an email message with another subscriber's account information;

Specifically, the complainant states that "THEY ARE SENT TO

ABOVE MY EMAIL ADDRESS FOR ACCOUNT

STABLE TO WHICH I AM NOT CONTRACTED. I HAVE EXERCISED THE RIGHT

ACCESS GIVEN TO ME BY THE REGULATION, WITHOUT RECEIVING AN ANSWER. IN

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COMPLAINANT'S RESPONSE EMAIL STATED THEY HAVE BEEN CORRECTED

MOVE AND SO I WILL NOT BE DISTURBED AGAIN. DESPITE THIS I CONTINUE TO  
I'M RECEIVING EMAILS AND BEING ANNOYED BY THE COMPLAINT. FIND ATTACHED  
RELATED CORRESPONDENCE.". The information leaked to the recipient was o  
subscriber's phone number and billing amount.

The complainant exercised the right of erasure to Vodafone on ... and  
was informed on ... that all the requirements have been successfully completed  
corrective actions to satisfy her request as early as ...,  
however, by mistake, the relevant information was not sent.

The Authority sent the complainant with no. prot. C/EXE/1460/14-06-  
2022 document with which he informed about the content of the submitted  
complaint and invited her to submit her views on it in writing  
complaint.

The complainant responded with G/EIS/9131/26-07-2022, in which  
reported that there was a system error that was fixed. The error occurred  
after the implementation of the integration project of its information systems  
of our company for issuing monthly fixed and mobile bills  
telephony. The company, after being notified of the complaint under consideration, proceeded  
directly to the set of required corrective actions, in order to  
the accuracy of the subscriber's data is confirmed.

Then the Authority, in order to complete its examination  
case, call me with no. prot. C/EXE/2741/31-10-2022 document, dated  
denounced company, at the meeting of the Department on 11-16-2022.

Emmanuel attended this meeting on behalf of Vodafone

Chalkiadakis with AMDSA ..., Apostolos Vorras with AMDSA ... Emmanuel  
Demogerontakis with AMDSA ... as well as B, its data protection officer  
company.

After the meeting the complained company submitted the no. first

C/EIS/12192/30-11-2022 memorandum, in which he summarized what he had already mentioned regarding the complaint.

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The Authority, after examining the elements of the file, after hearing him rapporteur and the clarifications from the assistant rapporteur, who attended without right to vote, after thorough discussion,

THOUGHT ACCORDING TO THE LAW

1. According to article 5, paragraph 1 d' of the GDPR, for the processing to be legal

personal data (simple and special categories), must be processed

to be governed by the principle of accuracy of data, according to which

data should be accurate and, where necessary, to

are updated. All reasonable steps should be taken to immediately

deletion or correction of inaccurate personal data,

in relation to the purposes of the processing ("accuracy"),

2. According to article 17 GDPR, sec. 1, d the data subject has the

right to request the deletion of personal data concerning him

without undue delay and the controller is obliged

to delete personal data if the personal data

character were processed illegally.

3. According to article 12, paragraph 3 of the GDPR, the data controller provides

to the data subject information about the action that

carried out on request under Articles 15 to 22 without

delay and in any case within one month of its receipt

request.

4. In this particular case it appears that incorrect contact information,

i.e. the e-mail address of the complainant they had introduced into the system due to a system error, which then occurred from the implementation of the integration project of its information systems company for issuing monthly fixed and mobile bills telephony. The complainant, after the notification under consideration complaint, immediately proceeded with all the required corrections actions, in order to confirm the accuracy of the observed

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data of the subscriber.

Based on the above, the Authority unanimously considers that it should be imposed on denounced company as controller or the one referred to in the ordinance administrative sanction, which is considered proportional to the gravity of the violation.

FOR THOSE REASONS

The Authority addresses the complained Vodafone company in accordance with article 57 paragraph 2 b) GDPR reprimand for the established violation of the principle of accuracy of personal data (article 5 par. 1 d' of the General Data Protection Regulation) as well as for established violation of the deadline for the satisfaction of the right erasure (article 12 par. 3 of the GDPR).

The Deputy President

George Batzalexis

The Secretary

Irini Papageorgopoulou

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