

Thank you Anum for detailing your case study.

Indeed PTSB failed to keep up with the GDPR regulations and violated article 5- Principles relating to processing of personal data. GDPR Articles as cited by Intersoft Consulting (N.D), Article 5 explicitly states that personal data shall be:

"accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ('accuracy')"

In this case they clearly failed to keep personal data up to date. They also failed to do diligence checks with regards to the lady's' address. It seem apparent that they linked the wrong address based on prior applications. On the new application the old address was not used. However, PTSB linked it mistakenly and ended up disclosing personal data to third parties. This is lack of diligence and integrity on the part of PTSB that can cost even their reputation and clientele.

References

Intersoft Consulting (N.D) Art 5 -Principles relating to processing of personal data. Available from: <https://gdpr-info.eu/art-5-gdpr/>