

New €277,500 GDPR Fine for Irish Bank

The Data Protection Commission of Ireland (the “DPC”) has announced its final decision following an inquiry into a series of personal data breaches at the regulated financial institution Permanent TSB (the “Bank”). This has resulted in a public reprimand for the Bank as well as fines under different headings of the General Data Protection Regulation (“GDPR”) totalling €277,500.

Background

The DPC is the Irish supervisory authority responsible for upholding individuals’ rights regarding data protection and monitoring the application of the GDPR.

In this case data breaches occurred at the Bank when malicious actors called the ‘Open24 Contact Centre’ and posed as customers to gain access to accounts and amend account details. Appropriate security protocols were not followed. As the subsequent inquiry, the DPC assessed the the Bank’s technical and organisational measures for ensuring security of personal data.

DPC Findings

In its decision the DPC determined that the Bank:

- Failed to ensure appropriate security of personal data using appropriate technical and organisational measures and therefore infringed the principle of integrity and confidentiality of Article 5(1)(f) of the GDPR
- Failed to implement appropriate technical and organisational measures to ensure a

level of security appropriate to the risk presented by its processing of personal data within the Open24 Contact Centre and therefore infringed Article 32(1) of the GDPR; and

- Failed to notify the DPC without undue delay and within 72 hours of becoming aware of the breaches in breach of Article 33(1) of the GDPR.

The Bank was fined €250,000 for the infringements of Articles 5(1)(f) and 32(1) GDPR; and €27,500 for the infringement of Article 33(1) GDPR.

How Clerkin Lynch Can Help

Clerkin Lynch’s Data Protection team can advise on all aspects of Data Protection Law in Ireland, including the GDPR. We assist with reviews of existing policies and procedures, as well as related aspects of terms and conditions on websites or in documents. We can assist clients dealing with related regulatory inquiries.

Contact us for more information or related discussions in complete confidentiality.



Mark Browne
Partner
email:
markbrowne@clerkinlynch.com
Phone: 01 611 4400



