What should you do if the order summary is accidentally sent to the wrong customer?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o. · Privatni iznajmljivač · Platformski rad preko vlastitog obrta

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Applicability: For data processing managers upon becoming aware of a personal data breach.

Assess the breach in accordance with Article 33 of the GDPR. Notify the AZOP without undue delay, if feasible within 72 hours of becoming aware of it, unless there is an unlikely risk to individuals' rights and freedoms. Document all breaches.

When this is applied

Limit any further dissemination and record the type of data the recipient received, the number of individuals affected, the consequences and the measures taken. Also assess whether there is a need to notify individuals under Article 34.

What to do in practice

Record the risk assessment and, depending on the outcome, open the official AZOP form.

A business example

The incorrectly sent file contains the addresses of ten customers. The team immediately contacts the recipient, documents the incident and assesses the likelihood of any further exposure.

Specific next steps

1. Record the risk assessment and, depending on the outcome, open the official AZOP form.

Limits of application

For data processing managers upon becoming aware of a personal data breach.

Sources

GDPR · Article 33, paragraphs 1 and 5

https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32016R0679

AZOP · Personal Data Breach Reporting

https://azop.hr/izvjescivanje-o-povredi-osobnih-podataka/

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https://adriatrends.hr/poslovni-vodic/en/pitanja/gdpr-kriva-posiljka-kupcu