What should you do first if your personal data ends up with the wrong person?

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

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Applicability: The deadline is linked to the awareness of the injury and the risk assessment.

Stop any further disclosure, preserve the facts and assess the risk. AZOP must be reported without unnecessary delay, if practicable within 72 hours of becoming aware, except where there is no likely risk to individuals' rights and freedoms.

What does that mean in practice?

The notification is not the same for every incident. The error message alone does not determine all obligations: what matters are the content, the recipients, the potential for misuse and the measures taken.

Document the assessment and the reasons for the decision. If a report is required, do not wait for a perfectly completed internal investigation.

An example from everyday business

The guest list was sent to the wrong recipient. The person responsible records the incident, attempts to restrict access and immediately assesses the risk and liabilities.

Specific next steps

1. Record when you became aware and which types of data are covered.
2. Limit the consequences and assess the risk with professional assistance.
3. Check the obligation to notify the AZOP and any notifications to the affected individuals.

Most common mistakes

• To ignore the incident without assessing it.

• Count 72 hours from the completion of the investigation.

Limits of application

This does not constitute an individual assessment of the incident. For the specific case, immediately consult the current guidelines and professional support.

Sources

AZOP · Personal Data Breach Management

https://azop.hr/rjesavanje-povreda-osobnih-podataka/

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/povreda-podataka-prvi-koraci