

Final decision

IMI 46923.1
IMI 70436 DD
IMI 65553
IMI 161290
IMI 187393

Complaint against the company [REDACTED] due to the use of an incorrect e-mail address

The secretariat of the petitioner's company contacted [REDACTED] by email on 24.04.2018 to process a compensation payment due to a [REDACTED]. Such emails are processed by a service provider ([REDACTED]) of [REDACTED]. Neither a required power of attorney nor a so-called filekey ([REDACTED]) for processing the compensation payment was attached to the email.

A clerk at the service provider of [REDACTED] wanted to avoid obtaining the power of attorney request in order to speed up the processing of the [REDACTED]'s compensation claim in the interest of fast customer service.

Therefore, the petitioner was answered under the existing private e-mail address ([REDACTED]) for compensation payment. This procedure is not correct. The clerk did not follow the intended process procedures and should have first asked for the submission of an appropriate power of attorney from the secretariat.

The fact that [REDACTED] was answered under the private e-mail address is therefore due to the work error of an employee.

The company has regretted the incident and has already issued work instructions to prevent future repetitions. The petitioner has not suffered any damage. In its draft decision dated July 26, 2019 (IMI 70436), the LDI NRW concluded that no further measures were necessary. No objection to this was raised, not even by the Polish supervisory authority.

On 04.11.2020 (IMI 161290), the Polish SA informed that it had no access to DD 70436. On 18.11.2020 the Draft Decision was attached again in the context of Article 61 - IMI 161290.

[REDACTED] has already been informed accordingly.

sgd.

([REDACTED])