

Our ref.:
134935

Date:
2022-01-25

Complaint concerning H&M

Regarding the complaint against H&M in IMI case register no 134935, national reference no 5.15-0544-025/017-19/191 in the case lodged with the German SA (Niedersachsen).

Background

The complaint states that H&M had placed another customers list of order in the complainant's received package. Thus the complainant could see another customer's first and last name, full address (street, house number, postcode, city, country) order number and date, email address and payment method (Paypal). The complainant argues that by knowing that the payment method is Paypal - including knowledge of the email address - which is a part of the login process, the complainant could possibly get access to the email account with the help of the other data and thus reset the password securely at Paypal which also gives the complainant access to Paypal directly from this point of view. The complainant finally argues that the list of order also contains a detailed list of another customer's order, including underwear which the complainant consider to be highly questionable. Not the clothes themselves, but the situation could be really unpleasant for the concerned customer unknown to the complainant.

Finding

The Swedish Data Protection Authority (DPA) finds that the alleged data protection violations does not involve actual processing of the complainant's personal data. Since it does not involve the processing of the complainant's data, it is not an actual complaint pursuant to article 77 of the GDPR that require the Swedish DPA to investigate the subject matter to the extent appropriate pursuant to article 57(1)(f). However, the information provided will be used in the Swedish DPAs general planning of future supervision.

With this informational letter the case will hereby be closed.

Postal address:
Box 8114
104 20 Stockholm
Sweden

Website:
www.imy.se

E-mail:
imy@imy.se

Telephone:
+46 (8) 657 61 00