

Digital Single Market

Press releases24/06/2013

New specific rules for consumers when telecoms personal data is lost or stolen in EU

The European Commission is putting into place new rules on what exactly telecoms operators and Internet Service Providers (ISPs) should do if their customers' personal data is lost, stolen or otherwise compromised. The purpose of these "technical implementing measures" is to ensure all customers receive equivalent treatment across the EU in case of a data breach, and to ensure businesses can take a pan-EU approach to these problems if they operate in more than one country.

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