

PERSONAL DATA PROTECTION COMMISSION

Case No. DP-1902-B3372

In the matter of an investigation under section 50(1) of the
Personal Data Protection Act 2012

And

Tan Tock Seng Hospital Pte. Ltd.

SUMMARY OF THE DECISION

1. Tan Tock Seng Hospital Pte Ltd (the “**Organisation**”) voluntarily informed the Personal Data Protection Commission (the “**Commission**”) on 14 February 2019 that it had discovered on 12 February 2019 that letters sent to 85 patients (the “**Affected Individuals**”) to reschedule their appointments with the Organisation (the “**Letters**”) had been sent to the wrong addresses (the “**Incident**”). These Letters contained the names, NRIC numbers and appointment of the Affected Individuals (the “**Personal Data**”). Such letters were usually generated automatically. However, on 12 February the Letters were generated manually using the mail merge function in Microsoft Word to extract the Personal Data from a spreadsheet (the “**Spreadsheet**”) and insert the data in the letters. However, the staff that had been tasked to generate these letters only selected and sorted the address field in the Spreadsheet. As a result, the addresses in the Spreadsheet no longer corresponded to the correct patient information and when the staff ran the mail merge function, the incorrect addresses were inserted in the letters.
2. The Commission found that the Organisation did not conduct any checks on the generation and printing of the letters. A simple random sampling of the letters would

have likely averted the Incident or greatly reduced the number of individuals affected. In the circumstances, the Deputy Commissioner for Personal Data Protection found the Organisation in breach of section 24 of the Personal Data Protection Act 2012 and decided to give a warning to the Organisation. No directions are required as the Organisation has implemented corrective measures that addressed the gap in its security arrangements.