



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg issues an Opinion of Non-Compliance to Three Ireland Services (Hutchison) Limited with respect to provisions of the Privacy Regulations

Information Notice

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Commission for Communications Regulation

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Additional Information

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1. On 10 February 2020, ComReg notified Three Ireland Services (Hutchison) Limited (“Three Services”) of a Finding of Non-Compliance with respect to its obligations under Regulation 13(6) of the European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) Regulations 2011 (“the Privacy Regulations”).
2. The Notification of a Finding of Non-Compliance (“the Notification”) was made in accordance to Regulation 31(1) of the Privacy Regulations.
3. ComReg notified Three Services of a Finding that Three Services had contacted 180 individuals in circumstances where those individuals were either recorded on the National Directory Database (“NDD”) as not consenting to such communications or had not otherwise consented to receiving such communications on their mobile phone, prior to any communication taking place. The Notification found Three Services in breach of Regulation 13(6) of the Privacy Regulations.
4. Three Services was given an opportunity to state its views by 9 March 2020.
5. Following ComReg’s assessment of Three Services representations, ComReg has now formed an Opinion that Three Services was non-compliant with its obligations under Regulation 13(6) of the Privacy Regulations.
6. Having taken account of Three Services response and the remedial actions it has implemented to come into compliance with Regulation 13(6) of the Privacy Regulations, ComReg intends to take no further action in respect of this matter.
7. ComReg will continue to monitor compliance by all Undertaking with their relevant obligations under the Privacy Regulations and other consumer legislation and, where necessary, will investigate any matters arising.