

## PERSONAL DATA PROTECTION COMMISSION

Case No. DP-1907-B4281

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

And

Jean Yip Salon Pte Ltd

### SUMMARY OF THE DECISION

1. The Personal Data Protection Commission (the “**Commission**”) received a complaint on 16 July 2019 about an employee system (the “**System**”) maintained by Jean Yip Salon Pte Ltd (the “**Organisation**”) that was publicly accessible via the internet. The personal data of 28 individuals disclosed via the System included their name, NRIC number, residence status, date of birth, nationality, gender, mobile number and job designation.
2. The Commission found that the Organisation did not adopt reasonable measures to protect personal data in its possession against risk of unauthorised access. First, the Organisation opened public access to a server without ascertaining what it hosted. As a result, while enabling public access to the Customer Online Appointment Booking System, it inadvertently also allowed access to the System (meant only for internal use), which was also hosted on the same server. Second, there were no processes in place to remove or deactivate unnecessary user accounts of the System. Finally, the

Organisation did not enforce a password policy for the user accounts of the System. As such, the complainant was able to gain access to the System by simply using a well-known and weak default username and password pair.

3. 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 issued a warning to the Organisation. No directions were required as the Organisation had implemented corrective measures that addressed the gaps in its security arrangements.