

STATISTICS OF THE ACTIVITIES OF THE  
PERSONAL DATA PROTECTION SERVICE OF  
GEORGIA

FOR 12 MONTHS OF 2024

(January-December)



პერსონალურ მონაცემთა  
დაცვის სამსახური

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## CONTROL OF THE LEGALITY OF PERSONAL DATA PROCESSING

To control the lawfulness of personal data processing, the Personal Data Protection Service of Georgia studies the legality of personal data processing by private and public institutions upon its initiative - in the scopes of planned inspection, and unplanned inspection, including on the basis of the notification of interested parties and applications of the citizens.

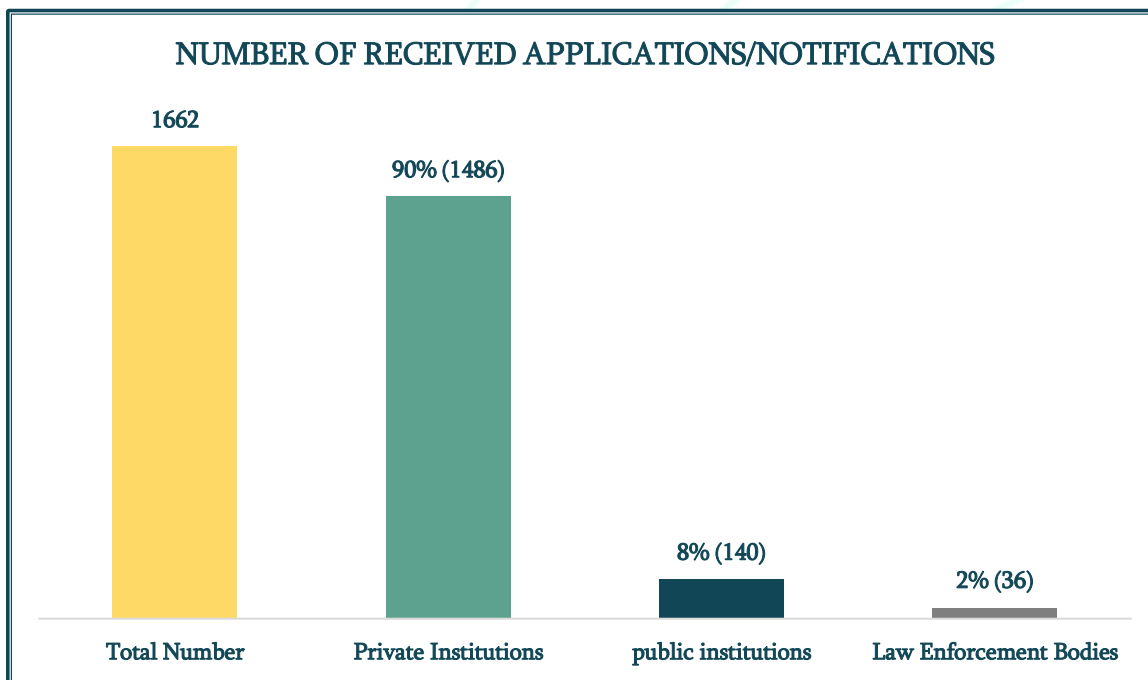
When responding to illegal data processing facts, the Service is not focused only on imposing administrative penalties but also on eliminating the deficiencies found during the data processing. Additionally, the Service issues recommendations and mandatory instructions.

The Service implements preventive measures, including, rendering consultations to interested parties, raising public awareness, holding informational meetings and training, issuing advisory guidelines and preparing an annual report on the state of data protection, and monitoring covert investigative actions and activities carried out at the central databank of electronic communications identification data.

The examination of the lawfulness of data processing is carried out by the Public Sector, Private Sector, Law Enforcement Sector Oversight and Planned Inspection Departments.

## CITIZENS' APPLICATIONS

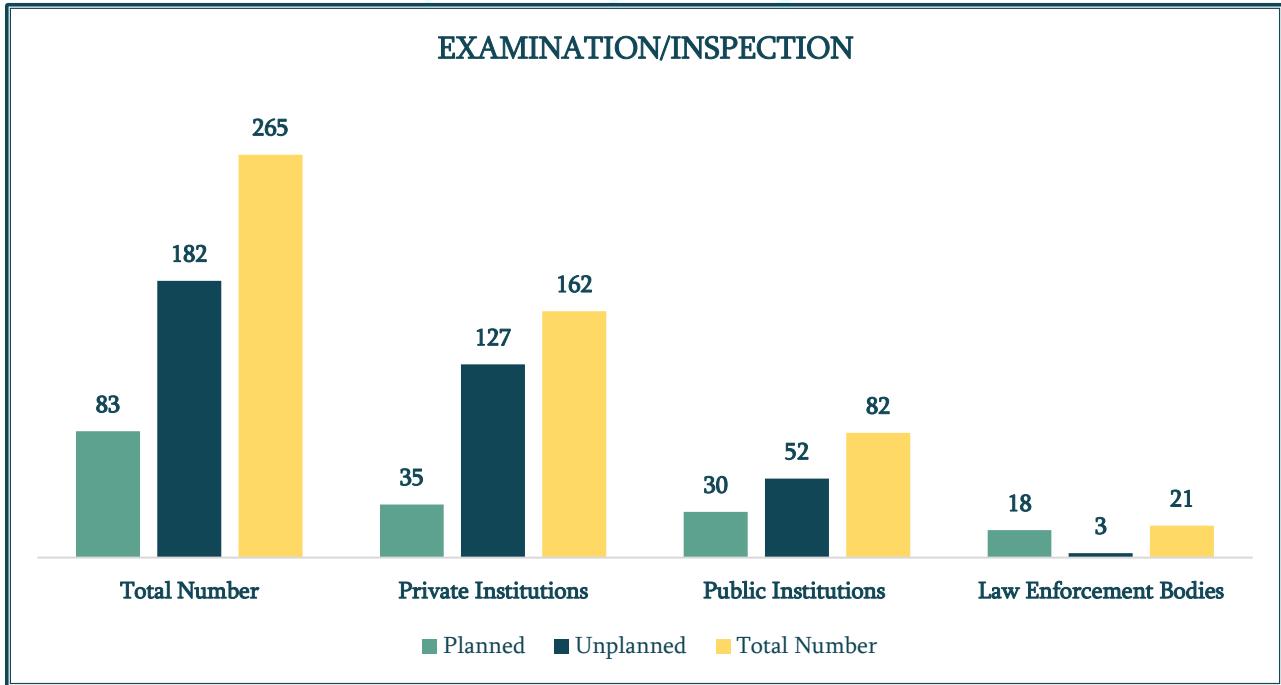
The Service received 1662 applications/notifications. 1486 (90%) applications/notifications related to data processing in private institutions, 140 (8%) — in public institutions and 36 (2%) — in law enforcement bodies.



## EXAMINATION OF THE LAWFULNESS OF DATA PROCESSING (INSPECTION)

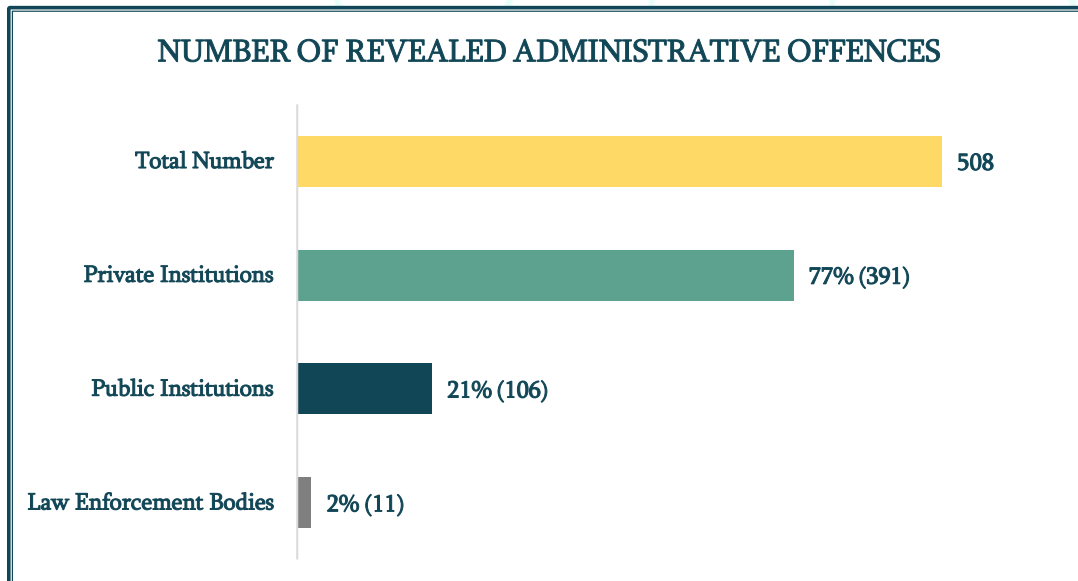
The Service inspects the lawfulness of data processing by public and private institutions, law enforcement bodies via planned and unplanned inspections. According to order №8 / 0046 - 2024, January 18, 2024, of the President of the Personal Data Protection Service, “On the Approval of the 2024 Plan for the Planned Examinations (Inspection) of the Lawfulness of Personal Data Processing”, the planned examination (inspection) of the lawfulness of data processing is carried out in line with the annual plan of inspections approved by the individual legal act of the President of the Service. Whereas the unplanned examinations (inspections) of the lawfulness of data processing are conducted by the Service on its own initiative or based on the received notifications of the interested persons.

In the reporting period, the Service initiated 265 examinations (inspections) of data processing lawfulness, out of which 31% (83) were planned, whereas 69% (182) were unplanned inspections.

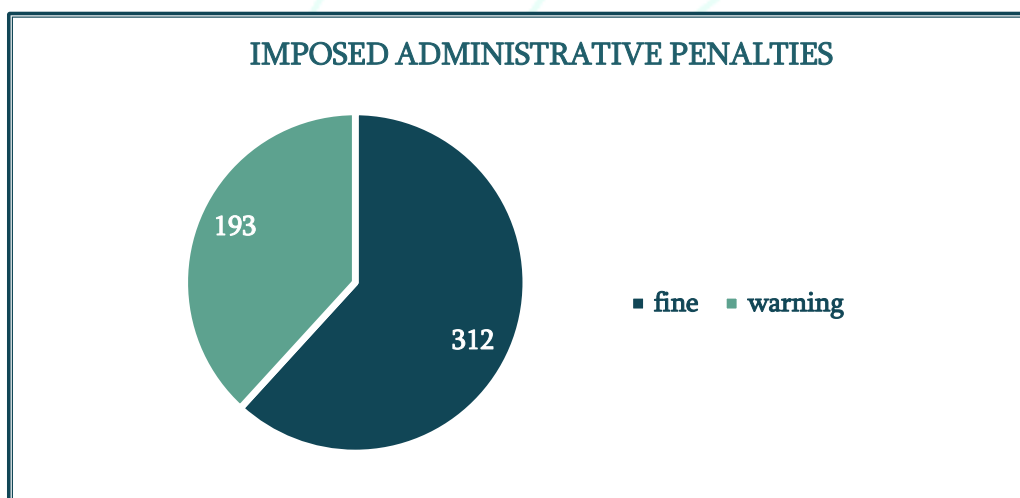


### REVEALED ADMINISTRATIVE OFFENCES

The Service identified 508 cases of unlawful processing of personal data, out of which 29 cases were studied in the scope of the examinations (inspections) initiated in 2023 and conducted (completed) in the reporting period, while 479 cases were studied in the scope of the examinations (inspections) initiated and conducted in 2024. 77% (391) of administrative offences revealed by the Service related to unlawful data processing in the private sector, 21% (106) — in the public sector, and 2% (11) — in law enforcement bodies.



The Service imposed fines and warnings as administrative penalties in 505 cases. 9 fines were imposed in the scope of the examinations (inspections) initiated in 2023 and conducted (completed) in the reporting period and 303 fines were imposed in the scope of the examinations (inspections) initiated and conducted in the reporting period. 17 out of 193 warnings referred to the examinations (inspections) initiated in 2023 and conducted (completed) in the reporting period, while in 176 cases the warnings were imposed in the scope of the examinations (inspections) initiated and conducted in the reporting period.



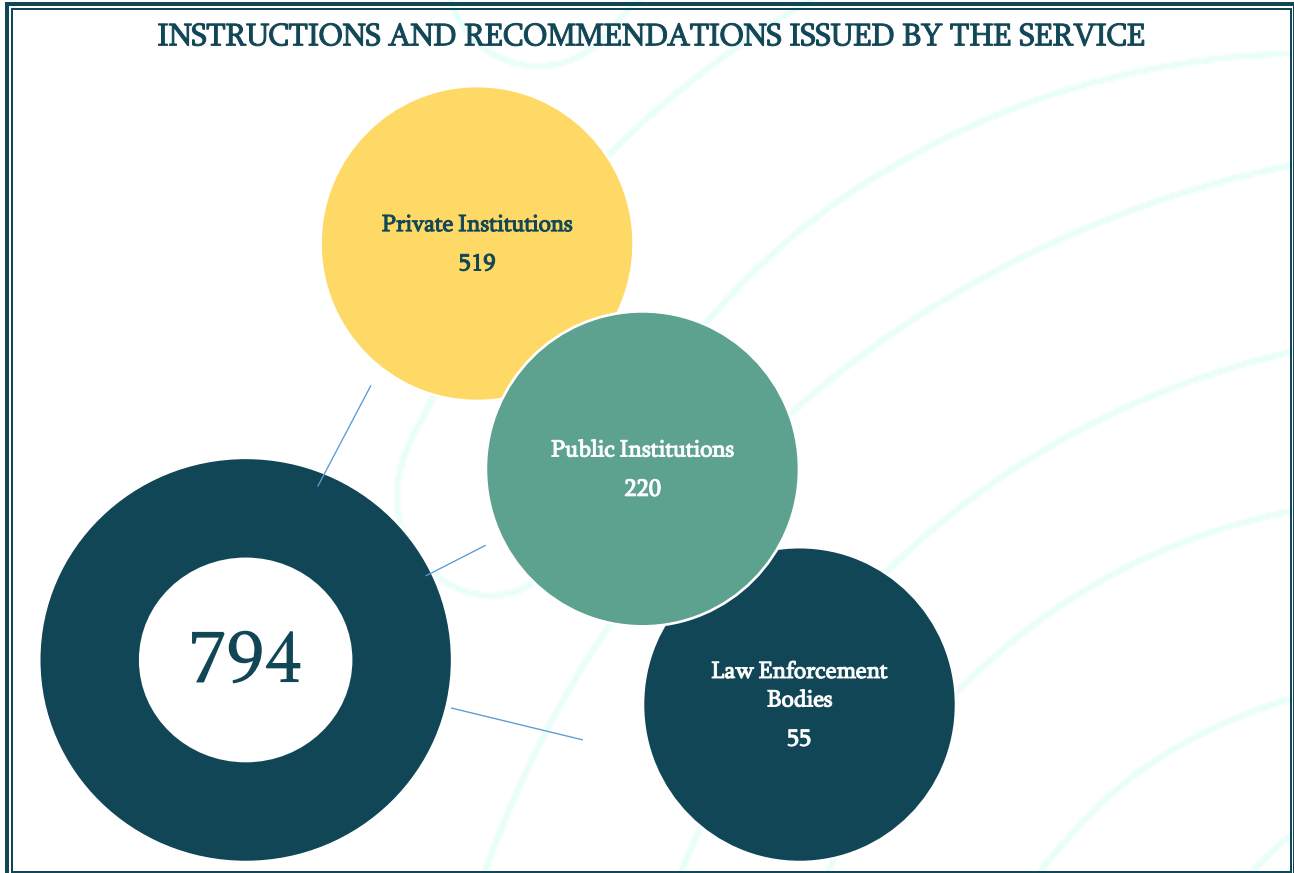
### INSTRUCTIONS AND RECOMMENDATIONS ISSUED BY THE SERVICE

Except for the administrative penalties, to eliminate the revealed deficiencies, the Service issued 794 instructions<sup>1</sup> and recommendations.<sup>2</sup> Out of the 777 instructions issued, 60 were directed to the examinations (inspections) initiated in 2023 and conducted (completed) in the reporting period, while 717 instructions referred to the examinations (inspections) initiated and conducted in the reporting period. 1 out of the 17 recommendations referred to the examination (inspection) initiated in 2023 and conducted (completed) in the reporting period while 16 referred to the examination (inspection) initiated and conducted in the reporting period. 65% (519) out of the issued 794 instructions and recommendations related to private institutions, 28% (220) — public institutions, while 7% (55) concerned to law enforcement bodies.

<sup>1</sup> **The instruction** is a mandatory order issued by the Service to the data controller or/and the data processor in written form in order to implement the measures provided by Article 52, paragraph 1, subparagraphs “a”-“d” of the Law of Georgia “On Personal Data Protection”.

<sup>2</sup> **The recommendation** is a written advice issued by the Service to the data controller or/and the data processor in order to reduce the risks of violations during the data processing.

## INSTRUCTIONS AND RECOMMENDATIONS ISSUED BY THE SERVICE



### OBLIGATION TO NOTIFY THE PERSONAL DATA PROTECTION SERVICE ABOUT A DATA BREACH (INCIDENT)

According to Article 3, subparagraph “Z3”, of the Law of Georgia “On Personal Data Protection”, an incident is a breach of data security leading to the unlawful or accidental damage or loss of data, or the unauthorised disclosure, destruction, alteration of or access to data, or the collection/obtaining of data, or other unauthorised processing.

Pursuant to Article 29 of the Law, a controller is obliged to register an incident, its resulting outcome, the measures taken, and to notify the Personal Data Protection Service about the incident, not later than 72 hours after the identification of the incident, in writing or electronically, except for the case where it is least expected that the incident would cause significant damage and/or pose a significant threat to fundamental human rights and freedoms.<sup>3</sup>

During the reporting period, the Service received 11 notification regarding the data breach (incident) from the data controller.

<sup>3</sup> Law of Georgia “On Personal Data Protection”, Article 29 (1).

## CONSULTATIONS PROVIDED BY THE SERVICE

The Service provides consultations on issues of personal data processing. Consultations are provided both orally (via telephone communications and in-person meetings) and in writing.

TOTAL NUMBER OF CONSULTATIONS  
PROVIDED

**16 462**



## MONITORING OF THE COVERT INVESTIGATIVE ACTIONS AND THE ACTIVITY CARRIED OUT AT THE CENTRAL DATABANK OF THE ELECTRONIC COMMUNICATION IDENTIFICATION DATA

One of the functions of the Service is to monitor covert investigative actions and activity carried out at the central databank of electronic communications identification data. The Service supervises the covert investigative actions defined by the first part of Article 143<sup>1</sup> of the Criminal Procedure Code of Georgia, also in terms of observing the clauses and mandatory norms provided by Chapter XVI<sup>1</sup> of the mentioned code.

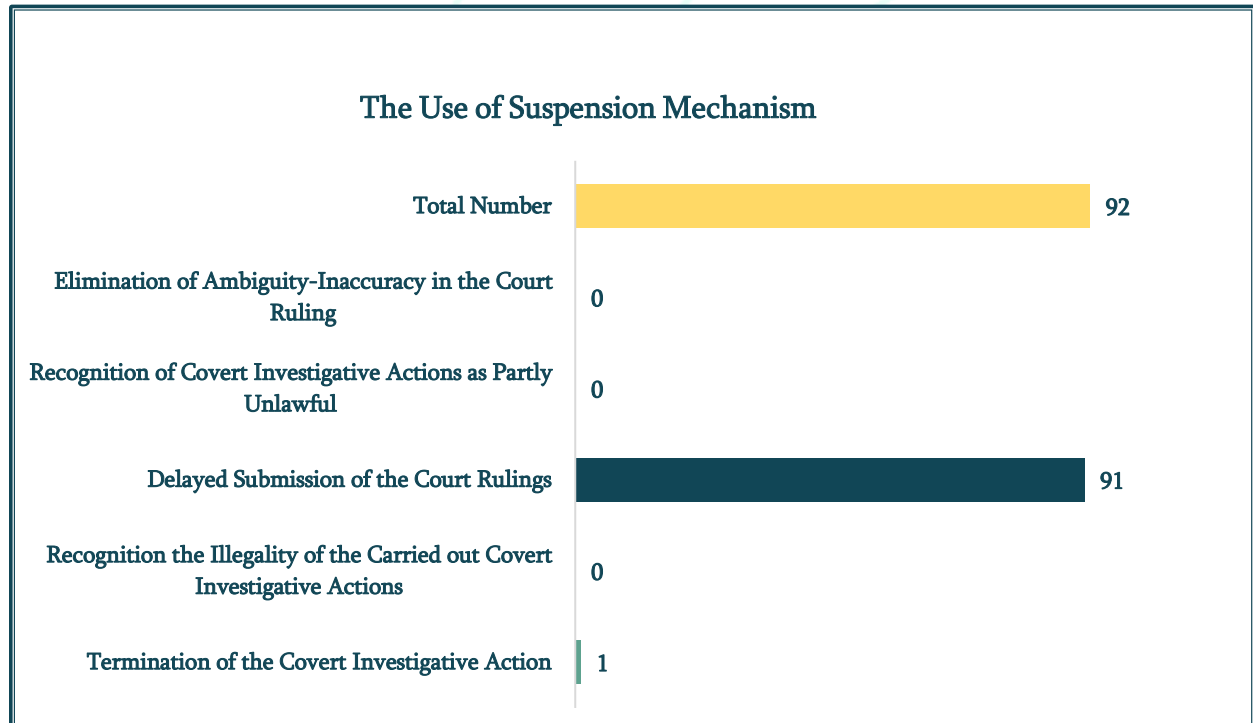
In order to control covert investigative actions and activity carried out at the central databank of electronic communications identification data, the Service receives court rulings round-the-clock on granting authorization to carry out a covert investigative action, prosecutor's resolutions on conducting covert investigative actions due to urgent necessity, and records in writing from law enforcement bodies on covert investigative actions. The Service also receives notifications from electronic communication companies about transferring the electronic communication identification data to law enforcement authorities.

The Service verifies submitted documents, compares them with the information provided in the electronic systems, and enters the data provided by the documents in the internal electronic system of registration of covert investigative actions and analyses them.

In addition to the mentioned mechanisms, the Service uses electronic and special-electronic control systems to monitor covert wiretapping and recording of telephone communications during the covert investigative actions, whereas for the monitoring of the activities carried out at the central databank of electronic communications identification data the electronic communication system for controlling the central databank of identification data is used.

## SUSPENSION MECHANISM

In the reporting period, the Service used the suspension mechanism of covert wiretapping and recording of telephone communications (via electronic control system) in 92 cases, 91 of which were caused by the delayed submission of the court rulings, and 1 - by the termination of covert investigative action.



## OTHER GENERAL STATISTICAL INFORMATION



The court considered 693 motions for covert wiretapping and recording of telephone communications, of which 79% (549) were approved, 14% (94) were not approved, and 7% (50) were partially approved.



The court considered 253 motions regarding the extension of the period of covert wiretapping and recording of telephone communications, of which 89% (224) were approved, 9% (24) were partially approved, and 2% (5) were not approved.



The court considered 870 motions regarding covert video and/or audio recording, photo-taking, of which 88% (760) were approved, 10% (90) were not approved, and 2% (20) were partially approved.



The court considered 165 motions regarding the extension of the period of covert video and/or audio recording, photo-taking, of which 90% (148) were approved, while 6% (10) were not approved and 4% (7) was partially approved.



The motions, regarding covert investigative action - removal and fixing of information from the communication channel, computer system, were not considered by the court.



The motions, concerning the ongoing collection of Internet traffic data, were not considered by the court.



The court considered 1 motion, concerning the extension of the period of ongoing collection of Internet traffic data.



The Service received the prosecutor's decrees on the conduct of covert investigative actions with urgent necessity. Out of the 113 decrees received 77% (87) were related to covert video recording and/or audio recording, photo-taking, and 23% (26) were related to covert wiretapping and recording of telephone communications.



The Personal Data Protection Service of Georgia received the court rulings and the decrees of the prosecutor occasioned by the urgent necessity to carry out the investigative actions, the request for the document or information pursuant to Article 136 of the Code of Criminal Procedure. Out of the submitted documents (2769) in relation to Article 136 of the Code, the prosecutor's decrees were 2% (60), while 98% (2709) were court rulings. Out of the court rulings 99.81% (2704) were approved, 0.04% (1) were not approved, and 0.15% (4) were partially approved.



The LEPL “Operative-Technical Agency of Georgia” (through electronic monitoring system) was informed on 9 occasion about the ambiguity-inaccuracy in the permits issued by the court for the covert wiretapping and recording of telephone communications.



One incident was detected through the electronic monitoring system during the covert wiretapping and recording of telephone communications.



According to the information received via the electronic monitoring system of the central databank for electronic communications identification data, based on the permit issued by the court, the LEPL “Operative-Technical Agency of Georgia” disclosed data from the central databank for electronic communications identification data for 89 times.



No deficiencies or incidents have been revealed as the result of the monitoring of the activities carried out at the central databank of the electronic communication identification data.

## INTERNATIONAL RELATIONS

### LEGAL EXPERTISE OF THE PROJECTS OF INTERNATIONAL AGREEMENTS AND COVENANTS

As part of the expertise, the Service reviews the draft agreements, the legislative and institutional mechanisms of personal data protection in the State party, and assesses the general risks of human rights violations in data processing, based on which recommendations for amendments are issued.

During the reporting period the Service carried out legal expertise on 13 drafts of international agreements, out of which the recommendations were made in 4 cases.

### LEGAL EXPERTISE OF THE PROJECTS OF INTERNATIONAL AGREEMENTS/COVENANTS

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## PUBLIC AWARENESS RAISING, INFORMATIONAL MEETINGS AND TRAINING

The Service actively carries out educational activities on data processing and protection-related topics. In order to raise awareness about personal data protection, the Service systematically conducts public lectures, information meetings and training sessions for representatives of the private and public sectors, law enforcement agencies.

The Service conducted 108 meetings with 6522 attendees, represented by the data subjects as well as data controllers/data processors.

## 2024 STATISTICS ON ENSURING ACCESS TO PUBLIC INFORMATION

/December 11, 2023 - December 10, 2024/

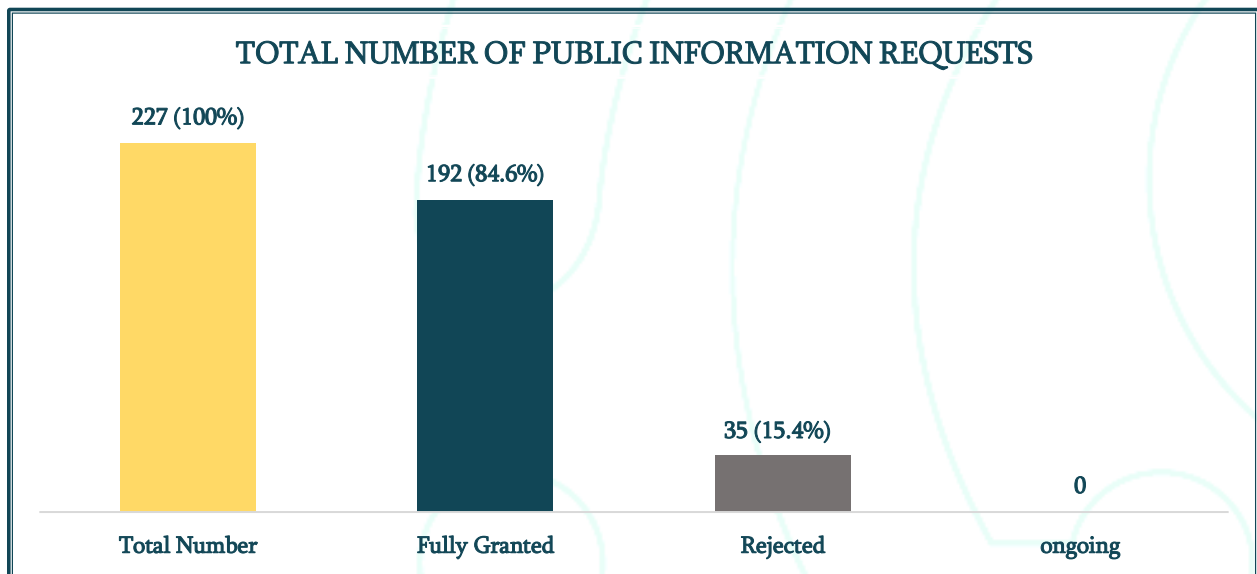
According to Article 49 of the General Administrative Code of Georgia, the document contains information regarding the provision of public information and personal data processing by the Personal Data Protection Service of Georgia from July 1, 2024 to September 30, 2024.

### REQUEST FOR PUBLIC INFORMATION

From 11 December, 2023 to December 10, 2024, the Personal Data Protection Service of Georgia received 227 requests for public information, out of which 192 were fully granted, and 35 were not granted, because:

- In 15 case, the requested information did not belong to the public information, for which the applicant received a reasoned response, and the procedure for appealing the response was explained;
- In 20 cases, the requested information was not preserved in the Personal Data Protection Service of Georgia.

The review of all requests received during the reporting period has been completed.



### APPEALING REFUSAL TO ISSUE PUBLIC INFORMATION

From 11 December, 2023 to December 10, 2024, the Personal Data Protection Service of Georgia made a decision to refuse 35 requests for public information, none of which was appealed.

## APPLICATIONS TO RECTIFY PUBLIC INFORMATION

From 11 December, 2023 to December 10, 2024, the Service did not receive a request to rectify the public information.

## GROUND FOR REFUSAL TO PROVIDE PUBLIC INFORMATION

During the decision-making process on granting the request for public information, the Service operated following the General Administrative Code of Georgia, the Law of Georgia “On Personal Data Protection” and the Order № 24 of the President of the Personal Data Protection Service of Georgia of February 29, 2024 - “Standard for requesting public information in electronic form in the Personal Data Protection Service“.

## INFRINGEMENT OF REQUIREMENTS THE OF GENERAL ADMINISTRATIVE CODE OF GEORGIA

Infringement of requirements of the General Administrative Code of Georgia by employees of the Service was not revealed. Respectively, a disciplinary proceeding was not conducted.

## COSTS

- ✓ The costs of processing and issuing public information amounted to 0 GEL (the documents were requested and transmitted in an electronic form).
- ✓ No costs related to the appeal arose.

## THE IDENTITY OF THE DECISION-MAKING EMPLOYEE

The person responsible for providing public information is the Head of the Legal Department of the Personal Data Protection Service of Georgia.

## PUBLIC DATABASES AND PERSONAL DATA PROCESSING

- ✓ On the webpage of the Personal Data Protection Service ([pdps.ge](https://pdps.ge)) there is a register of decisions (<https://pdps.ge/ka/content/980/gadawyvetilebebi>), where decisions are published in a form that does not allow the identification of persons and private law entities.
- ✓ During the process of reviewing applications/permits of natural persons and legal entities and exercising other powers assigned by the legislation of Georgia, the Service processes personal data

in accordance with the legal grounds and principles stipulated by the law of Georgia “On Personal Data Protection”. Decisions made by the President of the Personal Data Protection Service of Georgia, containing the personal data of applicants and the third parties, are transferred to the third parties in a non-identifiable form.

- ✓ Public information can also be requested via e-mail - [office@pdps.ge](mailto:office@pdps.ge) and [foi@pdps.ge](mailto:foi@pdps.ge).