



September 02, 2025

Final Decision

IMI Article 56 entry	628357
IMI Case Register entry	724407
IMI Draft Decision	805096
National file number	90.24.46:0320
Controller	[REDACTED]
Date of complaint	15 April 2024

With regard to the abovementioned case and pursuant to Article 60(3) of the General Data Protection Regulation (GDPR), the Hessian Commissioner for Data Protection and Freedom of Information (hereinafter: DE-Hessen DPA) has issued the following final decision:

Summary of the complaint

The Spain based complainant lodged a complaint with the Spanish DPA on 15 April 2024 which indicated the following:

When confirming a flight booking by email, the complainant noticed that her name was displayed incorrectly. Specifically, the complaint was that her second surname was erroneously shown as her main surname.

Investigation by the DE-Hessen DPA

The DE-Hessen DPA found that the incorrect presentation of the name, specifically the reduction to the second surname in the email confirmation, was due to a technical error in the booking system. However, according to [REDACTED] the full name had been properly processed, logged and saved internally. The display error related exclusively to certain output segments and had no impact on the integrity or protection of the processed data.

Furthermore, all personal data had been processed and stored in compliance with the applicable data protection and IT security standards. According to the controller, the complainant had not experienced any restrictions in her travel or booking processes as a result of the incorrect display.

Decision by the DE-Hessen DPA

Taking the facts into consideration, the DE-Hessen DPA considers the complaint investigated to the extent appropriate and resolved.

According to [REDACTED] technical and organizational measures were immediately introduced to prevent similar incidents in the future. In particular, the source of the error is currently being analysed by the IT team. The investigation relates to automated change processes in the booking system. If necessary, appropriate software adjustments will be made to ensure the correct and complete presentation of personal data in all output channels on a permanent basis.

The above-mentioned decision was already included in the draft decision of July 16, 2025. According to the draft decision the measures outlined appeared to be appropriate and sufficient from a data protection perspective. For this reason, the DPA Hesse does not consider any further regulatory measures to be necessary. As none of the Supervisory Authorities concerned raised any objections to the Draft Decision, the HBDI submits this Final Decision and closes the file.

The DE-Hessen DPA