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REGULATION

1. What national law(s) apply to the collection and use of personal data? If applicable, has Directive 46/1995/EC on data protection (Data Protection Directive) been implemented?

The collection and use of personal data is governed by Law 2472/1997 (Data Protection Act) on the Protection of Individuals with regard to the Processing of Personal Data, as amended by Laws 2819/2000 and 2915/2001, which came into force on April 9th 1997 and which implemented the Data Protection Directive.

The object of this law is to establish the terms and conditions under which the processing of personal data is to be carried out so as to protect the fundamental rights and freedoms of natural persons and in particular their right to privacy.

A Personal Data Protection Authority was created with Law 2472/1997 and its task is to supervise the implementation of the above law.

2. To whom do the rules apply (EU: data controller)?

The obligations under Law 2472/1997 fall on the "data controller", i.e. any person who determines the scope and means of the processing of personal data, such as any natural or legal person, public authority or agency or any other organisation. Apart from the controller the law also applies to the "processor", i.e. any person who processes personal data on behalf of a controller, such as any natural person or legal person, public authority or agency or any other organization.

3. What data is regulated (EU: personal data)?

Law 2472/1997 applies to "personal data", that is any information relating to the data subject (e.g. names, addresses, telephone numbers, job titles, dates of birth) as well as any automated data (e.g. lists of clients on a computer). Personal data are not considered to be the consolidated data of a statistical nature whence data subjects may no longer be identified. The Law also applies to sensitive data, that is the data referring to racial or ethnic origin, political opinions, religious or philosophical beliefs, membership to a society, association or trade-union, health, social welfare and sexual life as well as criminal charges or convictions.

4. What acts are regulated (EU: processing)?

Law 2472/1997 regulates the "processing of personal data", that is any operation or set of operations which is performed upon personal data by Public Administration or by a public law entity or private law entity or an association or a natural person, whether or not by automatic means, such as collection, recording, organisation, preservation or storage, modification, retrieval, use, disclosure by transmission, dissemination or otherwise making available, correlation or combination, interconnection, blocking (locking), erasure or destruction.

5. What is the jurisdictional scope of the rules?

Law 2472/1997 applies to any processing of personal data, provided that such processing is carried out: (a) By a controller or a processor established in Greek Territory or in a place where Greek law applies by virtue of public international law. (b) By a controller who is not established in Greek Territory or in a place where Greek law applies, when such processing refers to persons established in Greek Territory. (c) By a controller who is not established in the territory of a member-state of the European Union but in a third country and who, for the purposes of processing personal data, makes use of equipment, automated or otherwise, situated on the Greek territory, unless such equipment is used only for purposes of transit through such territory. In cases (b) and (c), the controller must designate in writing by a statement addressed to the Authority a representative established in Greek territory, who will substitute the controller to all the controller's rights and duties, without prejudice to any liability s/he may be subject to. The same shall also apply when the controller is subject to exterritoriality, immunity or any other reason inhibiting criminal prosecution.

6. What are the main exceptions (if any)?

The provisions of Law 2472/1997 do not apply to the processing of personal data, which is carried out by a natural person in the course of a purely personal or household activity.

Exceptionally, the collection and processing of sensitive data, as well as the establishment and operation of the relevant file, is permitted by the Authority, when one or more of the following conditions occur:

- (a) The data subject has given his/her written consent, unless such a consent has been extracted in a manner contrary to the law or bonos mores or if law provides that any consent given may not lift the relevant prohibition.
- (b)Processing is necessary to protect the vital interests of the data subject, if s/he is physically or legally incapable of giving his/her consent.
- (c)Processing relates to data made public by the data subject or is necessary for the recognition, exercise or defence of rights in a court of justice or before a disciplinary body.
- (d) Processing relates to health matters and is carried out by a health professional subject to the obligation of professional secrecy or relevant codes of conduct, provided that such processing is necessary for the purposes of preventive medicine, medical diagnosis, the provision of care or treatment or the management of health-care services.
- (e) Processing is carried out by a Public Authority and is necessary for the purposes of aa) national security, bb) criminal or correctional policy and pertains to the detection of offences, criminal convictions or security measures, cc) public health or for the exercise of public control on social welfare services.
- (f) Processing is carried out exclusively for research and scientific purposes provided that anonymity is maintained and all necessary measures for the protection of the persons involved are taken.
- (g) Processing concerns data pertaining to public figures, provided that such data are in connection with the holding of public office or the management of third parties' interests, and is carried out solely for journalistic purposes. The Authority may grant a permit only if such processing is absolutely necessary in order to ensure the right to information on matters of public interest, as well as within the framework of literary expression and provided that the right to protection of private and family life is not violated in any way whatsoever.

The Controller is exempted from the notification obligations and the obligation to receive a permit of Law 2472/1997 in the following cases:

a) When processing is carried out exclusively for purposes relating directly to an employment or project relationship or to the provision of services to the public sector and is necessary for the fulfilment of an obligation imposed by law or for the accomplishment of obligations arising from the aforementioned relationships, and upon prior notification of the data subject.

- b) When processing relates to clients' or suppliers' personal data, provided that such data are neither transferred nor disclosed to third parties. In order that this provision may be applied courts of justice and public authorities are not considered to be third parties, provided that such a transfer or disclosure is imposed by law or a judicial decision. Insurance companies, for all types of insurance, pharmaceutical companies, companies whose main activities involve trading of data, credit and financial institutions, such as banks and institutions issuing credit cards are not exempted from the obligation of notification.
- c) When processing is carried out by societies, enterprises, associations and political parties and relates to personal data of their members or companies, provided that the latter have given their consent and that such data are neither transferred nor disclosed to third parties. Members and partners are not considered to be third parties, provided that said transfer is carried out among said members and partners for the purposes of the aforementioned legal entities or associations. Courts of justice and public authorities are not considered to be third parties, provided that such a transfer is imposed by law or a judicial decision.
- d) When processing is carried out by doctors or other persons rendering medical services and relates to medical data, provided that the Controller is bound by medical confidentiality or other obligation of professional secrecy, provided for in Law or code of practice, and data are neither transferred nor disclosed to third parties. In order that this provision may be applied, courts of justice and public authorities are not considered to be third parties, provided that such a transfer or disclosure is imposed by law or judicial decision. Legal entities or organisations rendering health care services, such as clinics, hospitals, medical centres, recovery and detoxication centres, insurance funds and insurance companies, as well as Controllers processing personal data within the framework of programmes of telemedicine or provision of health care services via Internet.
- e) When processing is carried out by lawyers, notaries, unpaid land registrars and court officers and relates to the provision of legal services to their clients, provided that the Controller is bound by an obligation of confidentiality imposed by Law and that data are neither transferred nor disclosed to third parties, except for those cases where this is necessary and is directly related to the fulfilment of a client's mandate.
- 7. Is notification or registration required before processing data? If so, please provide brief details.

Law 2472/1997 requires notification by data controllers to the Personal Data Protection Authority before processing data. The content of the notification is as set out in the Data Protection Directive and each data controller within a group will be registered with the Files and Data Processing Register kept by the Authority.

MAIN DATA PROTECTION RULES AND PRINCIPLES

8. What are the main obligations imposed on data controllers to ensure that data is processed properly?

In order for the personal data to be lawfully processed, the controller has to ensure that the personal data are:

- a) collected fairly and lawfully for specific, explicit and legitimate purposes and fairly and lawfully processed in view of such purposes.
- b)adequate, relevant and not excessive in relation to the purposes for which they are processed at any given time.
- c)accurate and, where necessary, kept up to date.
- d)kept in a form which permits identification of data subjects for no longer than the period required, according to the Authority, for the purposes for which such data were collected or processed. Once this period of time is lapsed, the Authority may, by means of a reasoned decision, allow the maintenance of personal data for historical, scientific or statistical purposes, provided that it considers that the rights of the data subjects or even third parties are not violated in any given case.
- 9. Is the consent of data subjects required before processing personal data? If so:
- What rules are there regarding the form and content of consent? Would online consent suffice?
- Are there any special rules regarding the giving of consent by minors?

According to Law 2472/1997 the processing of personal data will be permitted only when the data subject has given his/her consent.

The law does not specifically define "consent", although national courts need to interpret this term by reference to the Data Protection Directive, which requires consent to be "unambiguous" and defines it as a freely given, specific and informed indication of the wishes of the individual by which agreement to processing is signified (although not necessarily in writing). In that way online consent will suffice as long as the data subject is properly informed (see Question 12).

Personal data must only be collected from children with the explicit and verifiable consent of the child's parent/guardian unless that child is aged 12 years or over, the

information collected is restricted to that necessary to enable the child to be sent further and it is clear that the child understands what is involved.

Children cannot be asked to provide personal data about others or enticed into divulging personal data with the prospect of a prize or something similar.

Personal data collected from children cannot be disclosed or transferred to third parties without the explicit and verifiable consent of the child's parent or guardian unless it is clear that the child understands the implications of his actions.

10. If there is no consent, on what other grounds (if any) can processing be justified?

According to Law 2472/1997 personal data may be processed even without the subject's consent, only if:

- a) processing is necessary for the execution of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.
- b) processing is necessary for the compliance with a legal obligation to which the Controller is subject.
- c) processing is necessary in order to protect the vital interests of the data subject, if s/he is physically or legally incapable of giving his/her consent.
- d) processing is necessary for the performance of a task carried out in the public interest or a project carried out in the exercise of public function by a public authority or assigned by it to the Controller or a third party to whom such data are communicated.
- e) processing is absolutely necessary for the purposes of a legitimate interest pursued by the Controller or a third party or third parties to whom the data are communicated and on condition that such a legitimate interest evidently prevails over the rights and interests of the persons to whom the data refer and that their fundamental freedoms are not affected.
- 11. Do special rules apply in the case of certain types of personal data, for example sensitive data? If so, please provide brief details.

Sensitive data means the data referring to racial or ethnic origin, political opinions, religious or philosophical beliefs, membership to a society, association or trade-union, health, social welfare and sexual life as well as criminal charges or convictions.

The collection and processing of sensitive data is prohibited. Exceptionally, the collection and processing of sensitive data, as well as the establishment and

operation of the relevant file, will be permitted by the Authority, when one or more of the following conditions occur:

- a) The data subject has given his/her written consent, unless such a consent has been extracted in a manner contrary to the law or bonos mores or if law provides that any consent given may not lift the relevant prohibition.
- b) Processing is necessary to protect the vital interests of the data subject, if s/he is physically or legally incapable of giving his/her consent.
- c) Processing relates to data made public by the data subject or is necessary for the recognition, exercise or defence of rights in a court of justice or before a disciplinary body.
- d) Processing relates to health matters and is carried out by a health professional subject to the obligation of professional secrecy or relevant codes of conduct, provided that such processing is necessary for the purposes of preventive medicine, medical diagnosis, the provision of care or treatment or the management of health-care services.
- e) Processing is carried out by a Public Authority and is necessary for the purposes of aa) national security, bb) criminal or correctional policy and pertains to the detection of offences, criminal convictions or security measures, cc) public health or for the exercise of public control on social welfare services.
- f) Processing is carried out exclusively for research and scientific purposes provided that anonymity is maintained and all necessary measures for the protection of the persons involved are taken.
- g) Processing concerns data pertaining to public figures, provided that such data are in connection with the holding of public office or the management of third parties' interests, and is carried out solely for journalistic purposes. The Authority may grant a permit only if such processing is absolutely necessary in order to ensure the right to information on matters of public interest, as well as within the framework of literary expression and provided that the right to protection of private and family life is not violated in any way whatsoever.

RIGHTS OF INDIVIDUALS

12. What information should be provided to data subjects at the point of collection of the personal data?

According to Law 2472/1997 the Controller must, during the stage of collection of personal data, inform the data subject in an appropriate and express manner of the following data:

- a) his/her identity and the identity of his/her representative, if any,
- b) the purpose of data processing,
- c) the recipients or the categories of recipients of such data,
- d) the existence of a right to access.

If the Controller, in order to collect personal data, requests the data subject's assistance, she/he must inform him specifically and in writing of the data referred to above as well as of his/her rights (see Question 13). By means of such notification the Controller shall also inform the data subject whether she/he is obliged to assist in the collection of data, on the basis of which provisions, as well as of any sanctions resulting from his/her failure to co-operate.

If the data are to be disclosed to third parties, the data subject will be kept informed of such disclosure before it is effective.

By virtue of a decision by the Authority, the obligation to inform may be lifted in whole or in part, provided that data processing is carried out for reasons of national security or for the detection of particularly serious crimes. In a state of emergency said obligation may be lifted by way of a provisional, immediately enforceable judgement by the President, who shall convene as soon as possible the Board in order that a final judgement on the matter may be issued.

Without prejudice to the rights arising from the Law, the right to inform does not exist when such collection is carried out solely for journalistic purposes and refers to public figures.

13. What other specific rights (such as a right of access to personal data or the right to object to processing) are granted to data subjects?

According to Law 2472/1997 everyone is entitled to know whether personal data relating to him are being processed or have been processed. As to this the Controller must answer in writing.

The data subject is entitled to request and obtain from the Controller, without undue delay and in an intelligible and express manner, the following information:

- a) All the personal data relating to him as well as their source.
- b) The purposes of data processing, the recipient or the categories of recipients.

- c) Any developments as to such processing for the period since s/he was last notified or advised.
- d) The logic involved in the automated data processing.

The data subject may exercise his/her right to access with the assistance of a specialist.

The right referred to above and the relevant rights are exercised by means of a relevant application to the Controller and the simultaneous payment of an amount of money, the amount of which, the method of payment as well as any other relevant matter is regulated by a decision of the Authority. This amount will be returned to the applicant if his/her request to rectify or delete data is considered valid by the processor or the Authority, in case of an appeal before it. The Controller must in this case provide the applicant without undue delay, free of charge and in an intelligible form, a copy of the rectified part of the data relating to him.

Should the Controller not reply within a period of fifteen (15) days or should his/her answer be unsatisfactory, the data subject is entitled to appeal before the Authority. In the event the Controller refuses to satisfy the request of the party concerned, she/he must notify the Authority as to his/her response and inform the party concerned as to his/her right of appeal before it.

By virtue of a decision by the Authority, upon application by the Controller, the obligation to inform may be lifted in whole or in part, provided that the processing of personal data is carried out on national security grounds or for the detection of particularly serious crimes. In this case the President of the Authority or his/her substitute carries out all necessary acts and has free access to the files.

Data pertaining to health matters are communicated to the data subject by means of a medical doctor.

The data subject is entitled to object at any time to the processing of data relating to him. Such objections shall be addressed in writing to the Controller and must contain a request for a specific action, such as correction, temporary non-use, locking, non-transfer or deletion. The Controller must reply in writing to such objection within an exclusive deadline of fifteen (15) days. His/her response must advise the data subject as to the actions she/he carried out or, alternatively, as to the grounds for not acceding to his/her request. In case the objection is rejected, the relevant response must also be communicated to the Authority.

If the Controller does not respond within the specified time limit or his/her reply is unsatisfactory, then the data subject has the right to appeal before the Authority and request that his/her objections are examined. Should the Authority consider that such

objections are reasonable and furthermore there is a risk of serious damage being caused to the data subject as a result of the processing, it may order the immediate suspension of the processing until a final decision on the objections is issued.

Any person shall be entitled to declare to the Authority that she/he does not wish data relating to him to be submitted to processing in order to promote the sale of goods or long distance services. The Authority shall keep a register for the identification of such persons. The Controllers of the relevant files must consult the said register prior to any processing and delete from their files the persons referred therein.

Everyone is entitled to request from the competent court the immediate suspension or non-application of an act or decision affecting him, issued by an administrative authority or public law entity or private law entity or association or natural person solely on automated processing of data intended to evaluate his/her personality and especially his/her effectiveness at work, creditworthiness, reliability and general conduct.

The above right may also be satisfied even when the other substantive conditions for provisional judicial protection, as stipulated from time to time, do not occur.

SECURITY REQUIREMENTS

14. What security requirements are imposed in relation to personal data?

According to Law 2472/1997 the processing of personal data is strictly confidential. It shall be carried out solely and exclusively by persons acting under the authority of the Controller or the Processor and upon his/her instructions.

In order to carry out data processing the Controller must choose persons with corresponding professional qualifications providing sufficient guarantees in respect of technical expertise and personal integrity to ensure such confidentiality.

The Controller must implement appropriate organisational and technical measures to secure data and protect them against accidental or unlawful destruction, accidental loss, alteration, unauthorised disclosure or access as well as any other form of unlawful processing. Such measures must ensure a level of security appropriate to the risks presented by processing and the nature of the data subject to processing. The Authority shall issue from time to time instructions as to the level of security of such data as well as on the protection measures necessary for each category of data in view of technological developments.

PROCESSING BY THIRD PARTIES

15. What additional requirements (if any) apply where a third party processes the data on behalf of the data controller?

According to Law 2472/1997 if the data processing is carried out on behalf of the Controller, by a person not dependent upon him, the relevant assignment must necessarily be in writing. Such assignment must necessarily provide that the Processor carries out such data processing only on instructions from the Controller and that all other obligations mentioned above (see Question 14) shall mutatis mutandis be borne by him.

INTERNATIONAL TRANSFER OF DATA

16. What rules govern the transfer of data outside your jurisdiction?

According to Law 2472/1997 the transfer of personal data to states of the European Union is permitted. The transfer to a state non member to the European Union of personal data which are undergoing processing or are intended for processing after transfer is permitted only following a permit granted by the Authority. The Authority may grant such permit only if it deems that the country in question ensures an adequate level of protection. For this purpose it shall particularly take into account the nature of the data, the purpose and the duration of the processing, the relevant general and particular rules of law, the codes of conduct, the security measures for the protection of personal data, as well as the protection level in the countries of origin, transit and final destination of the data.

The transfer of personal data to a state non member to the European Union which does not ensure an adequate level of protection is exceptionally allowed only following a permit granted by the Authority, provided that one or more of the following conditions occur:

- a) The data subject has consented to such transfer, unless such consent has been extracted in a manner contrary to the law or bonos mores.
- b) The transfer is necessary:
 - i) in order to protect the vital interests of the data subject, provided s/he is physically or legally incapable of giving his/her consent, or
 - ii) for the conclusion and performance of a contract between the data subject and the Controller or between the Controller and a third party in

- the interest of the data subject, if s/he is incapable of giving his/her consent, or
- iii) for the implementation of precontractual measures taken in response to the data subject's request.
- c) The transfer is necessary in order to address an exceptional need and safeguard a superior public interest, especially for the performance of a cooperation agreement with the public authorities of the other country, provided that the Controller provides adequate safeguards with respect to the protection of privacy and fundamental liberties and the exercise of the corresponding rights.
- d) The transfer is necessary for the establishment, exercise or defence of a right in court.
- e) The transfer is made from a public register which by law is intended to provide information to the public and which is accessible by the public or by any person who can demonstrate legitimate interest, provided that the conditions set out by law for access to such register are in each particular case fulfilled.

In all the above cases the Authority shall inform the European Commission and the respective Authorities of the other member-states, when it considers that a specific state does not ensure an adequate protection level.

17. Are data transfer agreements contemplated or in use? Have any standard forms or precedents been approved by national authorities?

Yes, Law 2472/1997 contemplates the use of data transfer agreements. There is no precedent yet, although use of the European Commission's standard contractual clauses for transfer of data from a data controller to either a data controller or data processor is sufficient.

- 18. Is a data transfer agreement sufficient to legitimise transfer, or must additional requirements (such as the need to obtain consent) be satisfied? The trans-boundary flow of personal data is subject to additional requirements (see Question 16).
- 19. Does the relevant national regulator need to approve the data transfer agreement? If so, please provide brief details.

Yes, as described in Question 16.

ENFORCEMENT AND SANCTIONS

20. What are the enforcement powers of the national regulator?

According to Law 2472/1997 the Personal Data Protection Authority (national regulator) has mainly the following powers:

- a) It issues instructions for the purpose of a uniform application of the rules pertaining to the protection of individuals against the processing of personal data.
- b) It calls on and assists trade unions and other associations of legal and natural persons keeping personal data files in the preparation of codes of conduct for the more effective protection of the right to privacy and in general the rights and fundamental liberties of all natural persons active in their field.
- c) It addresses recommendations and instructions to Controllers or to their representatives, if any, and publicises them, at its discretion.
- d) It grants the permits provided for by law and stipulates the amount of the relevant fees.
- e) It denounces any breach of the provisions of the law to the competent administrative and judicial authorities.
- f) It imposes the administrative sanctions stipulated by law.
- g) It assigns to one or more of its members the conduct of administrative examinations.
- h) It proceeds ex officio or following a complaint to administrative review of any file. It has, to that effect, the right of access to personal data and the right to collect any kind of information for the purposes of such review, notwithstanding any kind of confidentiality. Exceptionally, the Authority does not have access to identity data relating to associates and contained in files kept for reasons of national security or for the detection of particularly serious crimes. Such review is carried out by one or more members of the Authority or an employee of the Secretariat, duly authorised to that effect by the President of the Authority. In the course of reviewing files kept for reasons of national security the President of the Authority must be present in person.
- i) It delivers opinions with respect to any rules relating to the processing and protection of personal data.
- j) It issues regulations pertaining to special, technical and detailed matters to which Law 2472/1997 refers.

- k) It communicates to the Parliament any breach of the rules relating to the protection of individuals from the processing of personal data.
- It draws up every year a report on the performance of its duties over the previous calendar year. The report also points out any legislative changes required in the area of the protection of individuals from the processing of personal data. The report will be submitted by the President of the Authority to the Speaker of the Parliament and to the Prime Minister and it will be published in the Official Gazette, care of the Authority, who may also decide to publicise the report in any other way.
- m) It examines complaints relating to the implementation of the law and the protection of the applicants' rights when such rights are affected by the processing of data relating to them and it also examines applications requesting checks on the lawfulness of such processing and it advises the applicants as to its actions.
- n) It co-operates with the respective authorities of other member states of the European Union and the Council of Europe on matters relevant to the exercise of its powers.

All public authorities are obliged to render assistance to the Authority.

21. What are the sanctions and remedies for non-compliance with the data protection laws? To what extent are the laws actively enforced?

According to Law 2472/1997 there are two kinds of sanctions, administrative and penal, and there's also the Controller's civil liability.

The Authority may impose on the Controllers or on their representatives, if any, or on anyone who breaches the provision of Law 2472/1997 the following administrative sanctions for breach of their duties arising from this law as well as from any other regulation on the protection of individuals from the processing of personal data:

- a) a warning with an order for the violation to cease within a specified time limit.
- b) a fine amounting between € 100 and € 150.000.
- c) a temporary revocation of the permit.
- d) a definitive revocation of the permit.
- e) the destruction of the file or a ban of the processing and the destruction of the relevant data.

Anyone who fails to notify the Authority of the establishment or the operation of a file or any change in the terms and conditions regarding the granting of the permit referred to in Law 2472/1997, will be punished by imprisonment for up to three (3) years and a fine amounting between ≤ 3.000 and ≤ 15.000 .

Anyone who keeps a file without permit or in breach of the terms and conditions referred to in the Authority's permit, will be punished by imprisonment for a period of at least one (1) year and a fine amounting between ≤ 3.000 and ≤ 15.000 .

Anyone who proceeds to the interconnection of files without notifying the Authority accordingly will be punished by imprisonment for up to three (3) years and a fine amounting between ≤ 3.000 and ≤ 15.000 .

Anyone who unlawfully interferes in any way whatsoever with a personal data file or takes notice of such data or extracts, alters, affects in a harmful manner, destroys, processes, transfers, discloses, makes accessible to unauthorised persons or permit such persons to take notice of such data or anyone who exploits such data in any way whatsoever, will be punished by imprisonment and a fine and, regarding sensitive data, by imprisonment for a period of at least one (1) year and a fine amounting between ≤ 3.000 and ≤ 30.000 , unless otherwise subject to more serious sanctions.

Any Controller who does not comply with decisions issued by the Authority in the exercise of the right of access, in the exercise of the right to object, as well as with acts imposing the administrative sanctions provided by law shall be punished by imprisonment for a period of at least two (2) years and a fine amounting between ≤ 3.000 and ≤ 15.000 .

If the perpetrator of the above acts purported to gain unlawful benefit on his/her behalf or on behalf of another person or to cause harm to a third party, then she/he shall be punished confinement in a penitentiary for a period of up to ten (10) years and a fine amounting between ≤ 6.000 and ≤ 30.000 .

If the acts referred to above have jeopardised the free operation of democratic governance or national security, then the sanction imposed shall be confinement in a penitentiary and a fine amounting between ≤ 15.000 and ≤ 30.000 .

Finally, any natural person or legal entity of private law, which in breach of this law, causes material damage shall be liable for damages in full. If the same causes non pecuniary damage, she/he shall be liable for compensation. Liability shall entail even when the person liable pecuniary should have known that such damage could be brought about.

THE REGULATORY AUTHORITY

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