

Do you work with people's personal data or databases?

Here's what you need to know about Law No. 195/2024 on personal data, in force in the Republic of Moldova since 23 August 2026, and Regulation (EU) 2016/679 (GDPR).

The purpose of the law is to protect individuals' fundamental rights and freedoms when their personal data is processed, in particular their right to privacy and respect for their private and family life. The law is part of Moldova's efforts to align its legislation with EU standards.



Do you have a client's, employee's or candidate's name, phone number, email address, home address, photo or CV? Then you are holding someone else's personal data – and you are responsible for protecting it.

The rules apply to companies, businesses, shops, salons, medical practices, NGOs, as well as self-employed individuals.

What you need to do

Know what data you have. Make a list of the personal data you store.

Know why you have it. Use personal data only for a clear and specific purpose.

Don't collect more than you need. If you need personal data for a specific purpose, collect only the information that is necessary.

Don't give access to everyone. Only give access to stored personal data to colleagues who need it to perform their job responsibilities.

Keep it secure. Use strong passwords and two-factor authentication across all tools and systems where personal data is stored.

Delete data when you no longer need it. Personal data cannot be kept forever.

EXAMPLE: You need a customer's address to deliver an order. That doesn't mean you can automatically use the address to send them advertising. You need the customer's consent for that purpose.

Want to send advertising?

- Ask the person first if they agree to receive promotional messages
- Keep a record of their consent
- Provide an easy way to unsubscribe
- If they say "stop", stop sending them marketing messages

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Does someone ask what personal data you hold about them?

Tell them what data you have. Correct any inaccurate information. Delete the data when required by law. If the person objects to their data being used for marketing, stop using it for that purpose. As a rule, you should respond within one month.



Do you use ChatGPT or another AI tool?

Do not upload customer lists, CVs or contracts to an AI tool until you have checked that you are allowed to do so and understand how the tool processes the data.

What is a data breach?

It is a security incident in which personal data is accidentally or unlawfully disclosed, accessed or exposed. For example:

- You send an email to the wrong person.
- You lose a phone containing customer data.
- Someone gains unauthorized access to your company account.
- A spreadsheet containing names and phone numbers appears online.



What should you do?

Stop the incident. Change your passwords. Record what happened. If people may be affected, notify the National Center for Personal Data Protection of the Republic of Moldova (CNPDCP) without delay and, where possible, within 72 hours of becoming aware of the incident.

*There is no single retention period that applies to all personal data. An organization must determine and justify how long it keeps data, based on the purpose of processing and applicable legal requirements. When the purpose no longer exists and there is no legal obligation to retain the data, it must be deleted or anonymized.

What happens if you don't follow the rules?

If an organization fails to protect personal data:

a fine of up to MDL 1,000,000 or 1% of its annual turnover. The higher amount applies.

If an organization uses personal data without a legal basis:

a fine of up to MDL 2,000,000 or 2% of its annual turnover. The higher amount applies.

IMPORTANT: These are maximum penalties. A fine is not automatic. The CNPDCP assesses each case individually. A minor violation may result in a warning.

THE SIMPLEST RULE:

Personal data is about people. Handle it with care.

*CNPDCP — National Center for Personal Data Protection of the Republic of Moldova.