

事業分野別の相談内容の内訳 (平成21年度)

| 相談内容      | 医療分野 |          | 金融・信用分野 |          | 情報通信分野 |          | その他の事業分野 |          | 不明    |          |
|-----------|------|----------|---------|----------|--------|----------|----------|----------|-------|----------|
|           | 件数   | (割合)     | 件数      | (割合)     | 件数     | (割合)     | 件数       | (割合)     | 件数    | (割合)     |
| 不適正な取得    | 32   | (18.8%)  | 209     | (26.1%)  | 808    | (36.2%)  | 1,777    | (45.7%)  | 1,065 | (63.7%)  |
| 漏えい・紛失    | 44   | (25.9%)  | 227     | (28.3%)  | 765    | (34.3%)  | 836      | (21.5%)  | 350   | (20.9%)  |
| 目的外利用     | 19   | (11.2%)  | 93      | (11.6%)  | 539    | (24.1%)  | 547      | (14.1%)  | 89    | (5.3%)   |
| 同意のない提供   | 65   | (38.2%)  | 172     | (21.4%)  | 336    | (15.1%)  | 800      | (20.6%)  | 155   | (9.3%)   |
| 開示等       | 36   | (21.2%)  | 161     | (20.1%)  | 112    | (5.0%)   | 323      | (8.3%)   | 46    | (2.8%)   |
| 苦情等の窓口対応  | 26   | (15.3%)  | 98      | (12.2%)  | 108    | (4.8%)   | 311      | (8.0%)   | 35    | (2.1%)   |
| 情報内容の誤り   | 5    | (2.9%)   | 50      | (6.2%)   | 29     | (1.3%)   | 69       | (1.8%)   | 11    | (0.7%)   |
| 委託先等の監督   | 9    | (5.3%)   | 24      | (3.0%)   | 20     | (0.9%)   | 89       | (2.3%)   | 3     | (0.2%)   |
| オプトアウト違反  | 0    | (0.0%)   | 5       | (0.6%)   | 6      | (0.3%)   | 15       | (0.4%)   | 2     | (0.1%)   |
| その他       | 19   | (11.2%)  | 153     | (19.1%)  | 313    | (14.0%)  | 806      | (20.7%)  | 170   | (10.2%)  |
| 合計(重複分除く) | 170  | (100.0%) | 802     | (100.0%) | 2,232  | (100.0%) | 3,890    | (100.0%) | 1,672 | (100.0%) |