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# Misuse of Personal Data on Illegal Fintech

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**Abstract:** According to ITE Law No.19 of 2016, the government is required to provide socialization through print media, social media, as well as providing information through television that it needs to be careful when lending through Fintech. A form of legal protection for victims of misuse of personal data by Fintech illegal, can be in the form of preventive legal protection and repressive legal protection. Preventive legal protection is done to prevent the occurrence of a criminal act. This can be done through socialization to the public about the dangers (cruel) of online loans. Also educate about legal protection if misuse of personal data by illegal Fintech companies, as well as how to report to authorities such as the police and others. A form of repressive legal protection is the legal protection given after a criminal act has taken the form of sanctions such as fines, imprisonment, and additional punishment if a dispute or violation of a crime has occurred. This protection is given in the face of criminal law enforcement. This form of legal protection is contained in the ITE Law, and the Financial Fervices Authority Regulations. However, legal protection given to victims of misuse of personal data by illegal Fintech parties, tends to provide repressive legal protection. More preventive legal protection is needed so that it can prevent the Fintech organizers from leading to a criminal act. This research uses a normative-empirical juridical method.

**Keywords:** Fintech illegal, *peer-to-peerlending*, ITE Law, Financial Fervices Authority Regulations

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## I. INTRODUCTION

The era of modern technology, people's lives and activities, is easier and more effective due to the increasingly advanced and more modern role of the digital world, which has triggered the emergence of a new style of business model based on financial technology (Fintech). Fintech is an innovation in the field of financial services. The development of Fintech, made the community continue to develop innovative service provision in information technology-based lending and borrowing activities, which also contributed to the development and national economy (Wibowo 2016). Fintech services greatly help improve people's access to financial services products online, with various parties without the need to know each other. Fintech facilitates the provision of faster and cheaper information on financial products and services to the public. Fintech is also called peer-to-peer (P2P) lending, which means an online platform-based practice that brings together actors who need funds with people who are willing to invest to lend funds (www.online-pajak.com).

The ease of shopping via the internet has triggered the emergence of online payment system applications, which are considered easier and more practical than conventional payment systems (money, checks, crossed checks, debit cards, credit cards and electronic money). Internet users can now also access loans (debt), online. Lending and borrowing services based on digital technology, Fintech, bringing together owners of the funds (lenders / investors), and lenders (creditors / borrowers), directly and eliminating the banking intermediary function. As one form of the application of digital technology in the financial sector, Fintech has a variety of functions, which are believed to be able to develop quickly. Currently Fintech is able to serve electronic money, virtual accounts, aggregators, lending, crowdfunding and other online financial transactions.

The use of digital technology in P2P Lending, besides being profitable can also be detrimental to consumers (Saksonova, and Kuzmina 2017). LBH Jakarta since November 2019 until January 2020, has received 1,330 complaints from online loan victims. As many as 25 Fintech companies registered from 89 organizers, in fact committed violations against consumers. That number adds to the long line of Fintech consumer complaints that have been received by the Indonesian Consumers Foundation (YLKI), which to date has more than 100 reports. Therefore, in each of these virtual transaction activities, it is hoped that Fintech organizers will pay close attention to fund protection and consumer data aspects (Latumahina 2014). Protection of consumer funds needs to be considered so that these funds are not lost due to fraud, misuse or emergency conditions (force majeure). User data protection is needed so that consumer privacy, data can be stored safely, and not stolen by others (hackers, phishing, viruses, malware, etc.).

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#### II. LITERATURE REVIEW

Fintech legal is an online loan company (Fintech P2P Lending), which already has a legal umbrella. The legal basis for Fintech's regulation is regulated in the Law of the Republic of Indonesia Number 21 of 2011 concerning Financial Fervices Authority (OJK). Rules issued by OJK, based on Bank Indonesia Regulation (PBI) in Article 1 paragraph (1) PBI No. 19/12 / PBI / 2017 Regarding Financial Technology Implementation is the use of technology in the financial system that produces new products, services, technology and / or business models and can have an impact on monetary stability, financial system stability, and / or efficiency, fluency, security and payment system reliability. The concept of regulating Fintech according to the OJK and PBI, has been set based on technological developments with the financial sector in banking institutions. Indonesia also utilizes Fintech to provide financial solutions and also provide digital-based financial services that have developed rapidly and can facilitate the public to make financial transaction processes that are more practical, secure and modern (Zakaria 2020).

Every Fintech company, which will operate must have permission or prior approval from the OJK and Fintech companies that will register must follow the rules set out in Article 7 of the POJK which reads, the organizer must submit registration and licensing to the OJK. After a legal Fintech company has registered with the OJK, the legal Fintech business actors also have the terms and obligations that have been issued by the OJK as stipulated in article 8 of the POJK. Fintech companies are required to be incorporated, they can be in the form of a corporation or a cooperative. This is regulated in article 2 POJK which states that article 2 paragraph (2) POJK is a legal entity in the form of a limited liability company and in the form of a cooperative. What is meant by legal entity is acting as a Fintech company that is only a limited liability company, but has been approved by the Ministry of Law and Human Rights, while the second condition is that a Fintech company must have a system, where the system must be standardized and registered (Santi et al. 2017; Priskarini et al. 2019).

The obligation of Fintech companies is to be registered with OJK, Fintech companies are also required to provide periodic reports every 3 months. This has also been regulated in Article 9 number (1) POJK Registered Organizers are required to submit periodic reports every 3 (three) months for periods ending March 31, June 30, September 30, and December 31 to OJK, with information that contains the number of lenders and loan recipients, the quality of loans received and what activities have been carried out after being registered with the OJK. For registered Fintech legal business actors, they are required to submit clear, current and easily accessible information to consumers about products and / or services. Information clearly means that the delivery of information must be clear and detailed. Among them is the issue of loan interest rates, which the OJK has set is 19% fixed monthly interest rates, and cannot be changed anymore. For an online loan collection time in Fintech Legal, the maximum is 90 days from the loan disbursement (no deduction for administrative costs when making loans). If a legal Fintech company is caught cheating, OJK has the right to revoke the company's permission, and is prohibited from including the OJK logo on the Fintech application (Muchlis 2018).

For registered Fintech business actors, they have a special obligation to maintain the confidentiality of important data, so there are no theft and misuse of borrower data, which registers on online loan data at the company (Sautunnida 2018; Apriyanti 2019). The data theft in question is theft of important data such as the theft of personal data (telephone numbers of people who have contacted mobile phones) and others. If the Fintech company has carried out all the obligations issued by the OJK, then this company is called the legal Fintech P2P Lending company. Illegal Fintech, when running its business is beyond the scope of the regulations issued by the OJK, even the way of its establishment does not follow the rules that have been applied by PBI. On the other hand the people who have already used the services of the company Illegal Fintech, which many committed various violations against its borrowers. The form of the violation is in the form of theft of personal data, setting high loan interest rates, and intimidating billing. Fintech Illegal companies, usually charge higher interest rates than banks and other finance companies (Wahyudi et al. 2015; Sitompul 2001).

The Fintech Illegal company provides online loan offers, which are done by sending via SMS, with a random number, and not through a defined application, if making a loan at the Fintech Illegal company, the funds that should be loaned are actually reduced / cut with the excuse for administrative costs and others. In addition, one of the characteristics of Fintech (P2P lending) Illegal, where in the billing process tends to do intimidation, coercion by threatening, spreading news hoaxes tarnish Fintech service customers. Intimidation, coercion is usually done with a third party (debt collector), for the billing process. So a legal Fintech company is a legal Fintech (P2P lending) provider that must be registered and follow the rules that have been issued by the OJK, and the performance of this Fintech company will always be overseen by the OJK. But for illegal Fintech services are not regulated and overseen by the OJK, and Fintech Illegal is more looking for profits from users of Fintech services that register on their online loan services.

#### III. METHODS OF RESEARCH

This research is a normative juridical study, using a normative method because the method used is to examine library materials related to financial technology, regarding legal protection for users of loan services to borrow money based on information technology, based on Indonesian laws and regulations. Aiming to find the truth of coherence, i.e. is there legal rules according to the norms in the form of orders or prohibitions in accordance with legal principles and whether one's actions are in accordance with legal norms or legal principles. To solve legal issues and at the same time prescribe what should be, research sources are needed. This article uses secondary data on primary legal material, secondary legal material. Data collection is carried out by means of literature study, which is data collected by studying books, papers, newspapers, magazine articles, internet, research results and legislation related to the problem under study. All of this is used as a guideline and basis for research. Based on the type of research that is descriptive in nature with the aim of exposing the observational data without testing hypotheses, the data analysis used is a qualitative approach to secondary data.

#### IV. RESULTS AND DISCUSSION

#### 4.1. Misuse of Personal Data at Illegal Fintech

Personal data is data in the form of electronic information and / or electronic documents according to Law No. 19 of 2016, concerning information and electronic transactions (UU ITE). In the process of lending to the illegal Fintech party, the borrower must download the application, and must fill in the data requested by the illegal Fintech service application. The initial data requested is like personal data (full name, place of birth date, residential address, and also telephone or mobile number). After the borrower fills in the data, the borrowers then submit ordeal that they are ready to borrow funds. Furthermore, all data contained in the borrower's cellphone, will be taken by the illegal Fintech party, automatically (tapped).

Misuse of personal data that will occur, when the borrower is unable to pay the loan bills he did, the Fintech illegal, ask for debt debt collectors to take contact data on the borrower's cell phone, and terrorize, humiliate the borrower by distributing photos to each contact who on the borrower's cell phone. Not only taking contact data and distributing photos, the next treatment is to terrorize by calling the borrower, billing with different numbers and in a manner that is not polite, or sending messages continuously using rude words that should not be. Illegal online loan company Fintech, also has no interest limits and specified deadlines, from the start so that borrowers who have matured funds (late returning loan funds), will be subject to very strangling interest.

Cases, the disappearance of customer money and identity theft that often occurs in several banks, by deceiving bank customers, and sending fake emails, which lead (invite) users to believe the validity of the email (website). In order to appear convincing, perpetrators often use company logos or trademarks belonging to official institutions, such as banks or credit card issuers. This counterfeiting was done to lure the victim to submit personal data (passwords, PINs, credit card numbers), and generally this fraud was done by making fake websites. Specifically, in Surabaya, a woman named initials G.I, was deceived by the illegal Fintech company. G.I, borrowed funds from the DANAQU application, amounting to Rp1,500,000, but G.I, only received Rp1,300,000, was deducted by administrative costs. Not long ago G.I., got the news in search of a debt collector named Dito. G.I was telephoned through his office channel, and he was cursed by using rude words. Also the debt collector is terrorizing through sending messages to friends from G.I's office. Based on the explanation, the misuse of data carried out is by absorbing personal data in the form of a person's personal identity, code, symbol, letter or Id which should be kept and protected by confidentiality. There are more and more cases involving Fintech companies. Based on data from the Jakarta Legal Aid Institute (LBH), as of June 2019, there were 4,500 complaints. While the Investment Alert Task Force reported that there were 683 illegal P2P lending entities that had ceased operations until July 2019, and in 2018 there were 404 Fintechs that were stopped operating. So that in total since 2018, the Task Force on Investigation has stopped 1,087 illegal Fintech entities (Wahyuni 2020).

The number of reports coming into LBH Jakarta, also includes Fintech who is registered with OJK. OJK is less assertive in cracking down on these violations. Because the sanctions provided by blocking the site and account access are considered inappropriate. Because, the perpetrator can at any time create another account. The OJK action is only a reactive action that is less effective, there should also be preventive actions to handle this case. While the OJK informs that, it has taken preventive steps, namely by providing socialization and releasing a list of Fintechs that are registered with the OJK. The Task Force also provides tips to prospective borrowers, namely First: prospective borrowers must ensure that the Fintech is registered with the OJK. Second: need to measure the ability to pay according to their needs, must understand the risks of the Fintech lending model, and always pay attention to interest, fees and penalties. LBH should coordinate the report related to the Fintech problem, so that there is a synergy to find solutions to this problem.

The Indonesian Fintech Funding Association (APFI), is committed to moving quickly to follow up on similar complaints regarding illegal Fintech. AFPI calls always coordinating with the OJK and Criminal Criminal Criminal Investigation, to tackle this illegal Fintech case. APFI said the mode of illegal Fintech needed to be known to the public. They basically offer consumer loans quickly and easily. However, behind that, they also ask for full access to prospective borrowers, including all contact numbers and access to social media accounts. This widespread case since 2018 has influenced the development of Fintech. The level of public trust in Fintech (P2P Lending) is declining. For this reason, it is always necessary to provide information and education to prospective borrowers. As a response, AFPI has formed a task force, which is tasked with monitoring illegal Fintech movements. The team will oversee illegal Fintech applications and report them to the Investment Alert Task Force and Criminal Criminal Investigation Unit. The public must be more careful of loans from illegal Fintech. Be sure not to choose the illegal one because it will definitely hurt.

## 4.2. Legal Protection for Victims of Misuse of Personal Data According to ITE Law No. 19 of 2016

The Constitution of electronic information and transactions (ITE Law), is a statutory regulation governing information technology and electronic transactions. The first ITE Law passed in 2008 as Law No. 11 in 2008, and then revised through Law No. 19 of 2016. This law has jurisdiction applicable to every person who commits legal acts as regulated in this Act, both within the territory of Indonesia and outside the jurisdiction of Indonesia, which has legal consequences in the jurisdiction of Indonesia and / or outside the jurisdiction of Indonesia and detrimental to the interests of Indonesia. The implementation of the ITE Law also has principles and objectives. The principle of the ITE Law is the use of information technology, which is carried out based on the principles of legal certainty, benefits, prudence, good faith, and freedom of choice of technology, or technology neutral. The objectives of the ITE Law include educating the life of the nation, develop trade and the national economy, improve the effectiveness and efficiency of public services and provide a sense of security, justice and legal certainty for users of information technology (Basrowi 2019).

The Fintech service concept, is channeling funds from the Lender to the Recipient in a platform provided by the Fintech Service Provider. Fintech-based money lending and borrowing activities are the authority of POJK to regulate and supervise all activities in the financial services sector. The Electronic Information, and Transaction Law also serve to provide legal protection regarding the misuse of personal data.

## 4.3. Fintech legal protection

The basis for granting legal protection for users of Fintech (P2P lending) services is still in accordance with the provisions of the ITE Law and POJK, where both provisions contain legal protection in two ways, namely preventive legal protection and repressive legal protection.

#### **Preventive Legal Protection**

The Financial Services Authority always warns Fintech companies to always register legally according to statutory regulations. The form of preventive legal activities is contained in the provisions of Article 5 of the OJK Law Number 21 of 2011, which states that OJK functions to organize a system of direct regulation and supervision of all activities in the financial services sector. The form of supervision carried out by OJK is, in the form of regulation and supervision of the activities of the financial services sector, in the insurance sector, pension funds, financial institutions, and other financial service institutions. Another thing that OJK needs to do besides supervising, is to disseminate information to the public widely, to remote areas to provide information about the performance of the financial services sector. Oversight provided by the OJK such as establishing operational oversight policies on financial service activities, supervising the performance of tasks performed by the chief executive, then supervising, examining, investigating, legal protection, and other actions towards financial service institutions, actors, and / or supporting activities financial services as referred to in the legislation in the financial services sector.

In the ITE Law in the form of preventive legal protection only takes the form of civil lawsuits. But in the provision of Article 26 paragraph (1) of the ITE Law states that "unless otherwise stipulated by statutory regulations, the use of any information through electronic media concerning a person's personal data must be done with the consent of the person concerned." What is meant by the explanation of article 26 paragraph (1) ITE Law that legal protection of personal data, is one part of personal rights (privacy rights), which means that everyone has the right to enjoy a private life, and is free from all kinds of disturbances, then can communicate with others without tapping and the right to supervise access to information about one's personal life and data, therefore the Fintech service must protect, and not divulge, the confidentiality of personal data stored in the Fintech application service system, so the Fintech providers must implement the ITE Law and POJK rules that have been mentioned, and if the organizer does not obey the rules, m aka there are consequences that will be imposed on the organizer of Fintech.

#### **Repressive Legal Protection**

The repressive form of legal protection itself is a form of legal protection carried out, if there has been a criminal case in violation of the rules in the Implementation of Fintech, which can occur between the user and other users, and between the user and the organizer. If a crime occurs, then there is a certain mechanism to be able to resolve the problem. In the Fintech-based online loan case process as previously explained, that in some cases of data deviations committed by the organizer of Fintech, which uses the services of a debt collector to collect loans from borrowers, the form of a data deviation in question is to collect data without permission. Take photos in the gallery and contact numbers in one data storage on the borrower's cell phone. The deviation is done in the form of taking borrowed photos that have been posted and have been edited or added inappropriate writing, and photos that have been changed, put into a whatsapp (WA) group, not only WA group, the photo is also distributed on several cellphone contacts borrowed randomly. How to do billing is always always to terrorize the victim using harsh words, when on the phone or when sending messages. So that in this case it is very detrimental to the victim from the personal, family, to the work that the victim is undergoing. The borrower is a victim of the organizer of Fintech, who illegally invoiced.

If something goes wrong, such as several cases of illegal Fintech billing, for the protection of repressive law itself, it has the function to resolve the problem of criminal acts of misuse of personal data, and if it occurs between victims of service users and Fintech service providers, then according to the provisions of Article 38 paragraph (2) No.11 of 2008 ITE Law which reads: "The public can file a lawsuit in a representative manner against parties that run the Electronic System and / or use Information Technology that results in adverse public activities, in accordance with statutory regulations". What is meant in the ITE Law system is, if the victim or the community feels disadvantaged by the Fintech service provider, then the victim can report, or file a lawsuit to the court or government agency, for the loss that the victim got from the Fintech service party, on a representative basis, in this article concerns the loan agreement, the realm of the lawsuit goes into civil law, but if the collection is carried out in the presence of a threat, defamation, theft of personal data and so forth, then this case can enter criminal law, and in this case the victim can report to the authorities, to report the forms of threats and pollution of personal data that has been done by a third party, or debt collector assigned by the organizer of illegal Fintech.

The loss obtained by the victim from the organizer of Fintech as meant in the example of a photo case taken through the borrower's gallery, which has been changed and added with words that should not be, then the act is a criminal act of spreading personal data, then in article 32 of the Law ITE, regulates the prohibition that reads "for anyone who changes, adds, subtracts, transmits, damages, removes, moves, hides, or transfers to forms of documents or electronic information accidentally, or by way of violating the law, will get threats criminal penalties for acts that have been committed by that person, then that person fulfills all elements that can be sentenced to criminal penalties, which are regulated in Article 48 of the ITE Law concerning what criminal penalties will be obtained by that person. Even at the time of billing, the organizer of Fintech made threats, which previously the author also gave an example of a debt collector case, which would spread personal data and humiliate borrowers by sending messages containing photos, as well as inappropriate words when billing, in this can also be subject to criminal sanctions, which are regulated in article 29 of the ITE Law, which states that "anyone intentionally sends electronic information that contains threats or intimidation that is addressed personally", with examples of cases of debt collectors who terrorize borrowers with threats will spread photo of the victim to the contact number in the borrower's cellphone data, with words or sentences that are not supposed to, as well as carrying out a telephone call using many numbers, and cursing the victim with dirty words, in this case the debt collector who has carried out a threat will be given a penalty of imprisonment and fines, which tel ah it is regulated in article 45B of ITE Law No.19 of 2016 and in Article 26 paragraph (3) of ITE Law No.19 of 2016 also states that "Every electronic system provider is required to delete irrelevant electronic information and / or electronic documents located under his control, at the request of the person concerned based on the provisions of the Court ". So according to the article that the organizers who have committed criminal cases harm the victims, then by legal institutions or government agencies are given strict sanctions for the court's decision, namely to be obliged to delete all information or electronic documents that are not relevant, and which are distributed by the organizer of illegal Fintech related to defamation and other matters, and apologies to the public through various print and electronic media.

After the deletion of information data carried out by the organizers, OJK also imposes strict sanctions in the form of closing Fintech service providers as referred to in article 47 POJK number 1 letter b revocation of Fintech services based on OJK, and if there are complaints from Fintech service users, the organizer the Fintech platform must follow up immediately. After receiving a complaint from the injured borrower, in this case Fintech user of online loans, as stipulated in Article 38 POJK Number 1 / POJK.07 / 2013 concerning Consumer Protection in the Financial Services Sector that the financial services actor in this case is the Fintech service provider (P2P Lending). Based on the POJK provisions, if a loan recipient defaults later on in the future, and the default is proven to be due to an error, or negligence from the organizer, the organizer must provide

compensation for his actions. The lender as the injured party has the right to receive compensation from the organizer. However, if the complaint does not reach an agreement, the lender can resolve the dispute outside and inside the court.

As Article 39 Paragraph (1) POJK Number 1 / POJK.07 / 2013 of 2013 concerning Consumer Protection in the Financial Services Sector that dispute resolution outside the court, can be done through an alternative dispute resolution agency, or can submit its request to the OJK to facilitate resolution of consumer complaints (users of Fintech services) who have been disadvantaged by financial service providers. From the regulation, it also provides legal protection for lenders, where Fintech services are the latest form of a funding source that is included in the category of other financial service institutions. There is a binding legal relationship between Fintech providers and loan recipients, as well as lenders, namely the legal relationship between electronic system providers and electronic system users, as stipulated in Act Number 19 of 2016 concerning Information and Electronic Transactions (ITE Law), and Government Regulation Number 82 of 2012 concerning the Implementation of Electronic Transactions and Systems.

Based on the explanation above, the forms of legal protection provided can be done using two methods, namely, preventive legal protection and repressive protection. Preventive protection is a form of supervision, which requires the activeness of the OJK and other law enforcers, because many illegal Fintech organizers do not comply with the rules contained in the ITE Law, or the rules that have been made by the OJK. Repressive protection, concerning whether or not online loan victims report it to the police, is a form of criminal defamation or threat that has been obtained from the organizers of Fintech (P2P Lending), who use debt collector services.

## V. CONCLUSIONS AND SUGGESTIONS

According to ITE Law No.19 of 2016, the government is required to provide socialization through print media, social media, or provide information via television that it is necessary to be careful when lending through Fintech (online loans). Forms of legal protection for victims of misuse of personal data by illegal Fintech, as perpetrators of crime, can be in the form of preventive legal protection and repressive legal protection. In preventing preventive law protection to prevent the occurrence of a criminal act, it can be in the form of socialization to the public about the development of information technology, about the dangers (cruel) online loans that are rife in the wider community, how legal protection if misuse of personal data by Fintech companies illegal, as well as how to report to authorities such as the police and others. While the form of repressive legal protection is the legal protection given after a criminal act takes the form of sanctions such as fines, imprisonment, and additional punishment if a dispute or violation of a crime has occurred. This protection is given in the face of criminal law enforcement. This form of legal protection is contained in the ITE Law and POJK. However, legal protection given to victims of personal data misuse by illegal Fintech parties as perpetrators of this crime tends to provide repressive legal protection.

The need for large-scale socialization, which should be done by the government to provide information on the Fintech online loan platform that is rife, as well as provide information (education) on how to deal with the problem, if the Fintech business actor commits a violation in the form of misuse of personal data. More preventive legal protection is needed so that it can prevent the Fintech organizers from leading to a criminal act.

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