

Poste Italiane's Fraud Prevention Center — €25 Million Blocked, Then a €12.5 Million Fine Over Device Scanning

AI in the Public Sector · Good practice · Italy

Quality score: 53/100

Evidence strength: Moderate

Summary

Poste Italiane's 24/7 Fraud Prevention Center blocked about €25 million in fraud across 2 billion transactions in 2024 via ML risk scoring — but Italy's privacy regulator fined the group €12.5 million for requiring invasive device scans without a valid legal basis.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-26

[Poste Italiane S.p.A.](#) — accessed 2026-09-26

[CyberSecurity Italia — FPC 2024 results](#) — accessed 2026-09-26

[Poste Italiane 2025 Annual Report — AI section](#) — accessed 2026-09-26

[SAS case study on Poste Italiane's fraud platform](#) — accessed 2026-09-26

[Garante per la Protezione dei Dati Personali — decision page](#) — accessed 2026-09-26

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