Scams and nuisance calls

David Teague
Regional Manager, ICO
Personal Data

- Name
- Home Address
- Business Address
- Identity Card No
- Passport No
- Driving License
- Income Tax No
- Car Registration
- Other

Confidential Data

[Identify Person]
Who is this man?
“Cold calling capital of the UK”
- ICO, March 2016
<table>
<thead>
<tr>
<th>Category</th>
<th>July 2018</th>
<th>June 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident claims</td>
<td>1690</td>
<td>1987</td>
</tr>
<tr>
<td>Energy saving and home improvements</td>
<td>1638</td>
<td>1079</td>
</tr>
<tr>
<td>Broadband, phone, TV or other telecoms services</td>
<td>1045</td>
<td>602</td>
</tr>
<tr>
<td>Silent / no answer</td>
<td>181</td>
<td>136</td>
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<tr>
<td>Oven cleaning</td>
<td>195</td>
<td>157</td>
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<tr>
<td>Computer scams</td>
<td>124</td>
<td>87</td>
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<tr>
<td>Energy Supply</td>
<td>87</td>
<td>56</td>
</tr>
<tr>
<td>Debt management</td>
<td>74</td>
<td>53</td>
</tr>
<tr>
<td>Payday loans</td>
<td>39</td>
<td>18</td>
</tr>
<tr>
<td>Insurance (including car, life and home)</td>
<td>38</td>
<td>29</td>
</tr>
</tbody>
</table>

11,824 complaints
5,973 automated calls
4,521 TPS complaints
60 spam email calls
“I am currently home just post op major surgery and I am finding these calls annoying/and distressing...waking me up when I need to be sleeping”

“I have a toddler and an autistic 7 year old. Unwanted phone calls on the landline wake sleeping kids up, cause anxiety and can lead to my son becoming distressed. It’s not okay”
£200,000  Help Direct UK  Unsolicited text messages

£225,000  Save Britain Money  Live marketing calls

£120,000  Oxygen Ltd  Lead generation

£350,000  Your Money Rights Ltd  146m automated calls

£75,000  Marketing calls for...
£80,000  Marketing calls for...
£90,000  Marketing calls for...

Cold call blockers!

£9,264,500 in penalties to date
Nurse prosecuted for inappropriately accessing patient records

Joint report: Internet users’ experience of harm online
18 September 2018

Speech: CBI Cyber Security: Business Insight Conference
12 September 2018

ICO call for views on regulatory sandbox
10 September 2018

Take action

Pay fee, renew fee or register a DPO

Report a breach

Make a complaint

Meet the Commissioner
Make a complaint

If you have concerns about an organisation’s information rights practices, report it to us.

Need help? Start a live chat or call our helpline on 0303 123 1113.

Nuisance calls and messages

If you have received unwanted electronic marketing, for example via telephone, email or text, report your concern to us.

Official or public information
Forward unsolicited text messages to 7726
The law is changing...

- PPI and claims management calls now require consent to call in all circumstances
- UK Government has committed to making company directors responsible for the fine
Keep in touch by subscribing to our e-newsletter at ico.org.uk or contact our Helpline

0303 123 1113

Follow us on social media...