

DATA PROTECTION ACT 1998

SUPERVISORY POWERS OF THE INFORMATION COMMISSIONER

ENFORCEMENT NOTICE

To: True Telecom Limited

Of: Ground Floor, Lakeview West Galleon Boulevard, Crossways Business Park, Dartford, DA2 6QE

1. The Information Commissioner ("Commissioner") has decided to issue True Telecom Limited ("True Telecom") with an Enforcement Notice under section 40 of the Data Protection Act 1998 ("DPA"). The notice is in relation to contraventions of regulations 21 and 24 of the Privacy and Electronic Communications (EC Directive) Regulations 2003 ("PECR") by True Telecom.
2. This Notice explains the Commissioner's decision.

Legal framework

PECR

3. Regulation 21 of the Regulations states –

"(1A) A person shall neither use, nor instigate the use of, a public electronic communications service for the purposes of making calls

(whether solicited or unsolicited) for direct marketing purposes except where that person—

- (a) does not prevent presentation of the identity of the calling line on the called line; or
- (b) presents the identity of a line on which he can be contacted.

(1) A person shall neither use, nor instigate the use of, a public electronic communications service for the purposes of making unsolicited calls for direct marketing purposes where –

- (a) the called line is that of a subscriber who has previously notified the caller that such calls should not for the time being be made on that line; or
- (b) the number allocated to a subscriber in respect of the called line is one listed in the register kept under regulation 26.

(2) A subscriber shall not permit his line to be used in contravention of paragraph (1).

(3) A person shall not be held to have contravened paragraph (1)(b) where the number allocated to the called line has been listed on the register for less than 28 days preceding that on which the call is made.

(4) Where a subscriber who has caused a number allocated to a line of his to be listed in the register kept under regulation 26 has notified a caller that he does not, for the time being, object to such calls being made on that line by that caller, such calls may be made by that caller on that line, notwithstanding that the number allocated to that line is listed in the said register.

(5) Where a subscriber has given a caller notification pursuant to paragraph (4) in relation to a line of his –

- (a) the subscriber shall be free to withdraw that notification at any time, and
- (b) where such notification is withdrawn, the caller shall not make such calls on that line.”

4. Regulation 24 of PECR states:

“(1) Where a public electronic communications service is used for the transmission of a communication for direct marketing purposes the person using, or instigating the use of, the service shall ensure that the following information is provided with that communication—

(a) in relation to a communication to which regulations 19 (automated calling systems) and 20 (facsimile machines) apply, the particulars mentioned in paragraph (2)(a) and (b);

(b) in relation to a communication to which regulation 21 (telephone calls) applies, the particulars mentioned in paragraph (2)(a) and, if the recipient of the call so requests, those mentioned in paragraph (2)(b).

(2) The particulars referred to in paragraph (1) are—

(a) the name of the person;

(b) either the address of the person or a telephone number on which he can be reached free of charge.”

5. “Direct marketing” is not defined in PECR. By virtue of regulation 2(2), “direct marketing” is to have the same meaning as in the DPA. “Direct marketing” is defined in section 11(3) of the DPA as “the communication (by whatever means) of any advertising or marketing material which is directed to particular individuals”.

6. The DPA contains enforcement provisions at Part V which are exercisable by the Commissioner. Those provisions are modified and extended for the purposes of PECR by Schedule 1 PECR.
7. Section 40(1)(a) of the DPA (as extended and modified by PECR) provides that if the Commissioner is satisfied that a person has contravened or is contravening any of the requirements of the Regulations or principles of the Act, she may serve him with an Enforcement Notice requiring him to take within such time as may be specified in the Notice, or to refrain from taking after such time as may be so specified, such steps as are so specified.

The Contravention

8. The Commissioner has received numerous complaints via the TPS and from individuals directly who are subscribers to specific telephone lines. The individuals allege that they have received unsolicited marketing calls on those lines from True Telecom. Each individual states that they have previously notified True Telecom that such calls should not be made on that line and/or have registered their number with the TPS.
9. In the circumstances, the Commissioner is satisfied True Telecom has contravened regulation 21 of PECR in making such calls for direct marketing purposes to subscribers.
10. The Commissioner is further satisfied that True Telecom have contravened Regulation 24 of the Regulations in that some of the calls did not identify True Telecom as the caller.
11. The Commissioner has considered, as she is required to do under section 40(2) of the DPA (as extended and modified by the

Regulations) when deciding whether to serve an Enforcement Notice, whether any contravention has caused or is likely to cause any person damage. The Commissioner has decided that it is unlikely that actual damage has been caused in this instance.

12. In view of the matters referred to above the Commissioner hereby gives notice that, in exercise of her powers under section 40 of the Act, she requires that True Telecom shall within 35 days of the date of this Notice:

(1) Neither use, nor instigate the use of, a public electronic communications service for the purposes of making unsolicited calls for direct marketing purposes where the called line is that of:

(a) a subscriber who has previously notified True Telecom that such calls should not be made on that line; and/or

(b) a subscriber who has registered their number with the TPS at least 28 days previously and who has not notified True Telecom that they do not object to such calls being made.

(2) Neither use, nor instigate the use of, a public electronic communications service for the purposes of making calls (whether solicited or unsolicited) for direct marketing purposes except where they:

(a) do not prevent presentation of the identity of the calling line on the called line; or

(b) present the identity of a line on which they can be contacted.

(3) In accordance with Regulation 24 of the Regulations, cease using a public communications service for the transmission of a communication to which Regulation 21 of the Regulations applies unless the particulars mentioned in paragraph (2)(a) of Regulation 24 of the Regulations are provided with that communication.

13. There is a right of appeal against this Notice to the First-tier Tribunal (Information Rights), part of the General Regulatory Chamber. Information about appeals is set out in the attached Annex 1.
14. Any Notice of Appeal should be sent so that it is received by the Tribunal within 28 days of the date on which this Notice is sent.

Further Guidance

15. In addition to the above, The Commissioner would note at this point that in the period of May 2017 – July 2017, following the established contravention which forms the basis of this Notice, in excess of 50 further complaints have been logged with the TPS in respect of unsolicited calls made by True Telecom. Therefore, in addition to the terms of this Notice with which it must comply, True Telecom is referred to The Commissioner's Guide to Data Protection: <https://ico.org.uk/for-organisations/guide-to-data-protection/> which it is encouraged to incorporate into its business practices to improve general compliance with PECR, and to prevent future enforcement action.

Dated the 6th day of September 2017

Signed



Stephen Eckersley
Head of Enforcement
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

ANNEX 1

RIGHTS OF APPEAL AGAINST DECISIONS OF THE COMMISSIONER

1. Section 48 of the Data Protection Act 1998 gives any person upon whom a monetary penalty notice or variation notice has been served a right of appeal to the First-tier Tribunal (Information Rights) (the "Tribunal") against the notice.
2. If you decide to appeal and if the Tribunal considers:-
 - a) that the notice against which the appeal is brought is not in accordance with the law; or
 - b) to the extent that the notice involved an exercise of discretion by the Commissioner, that she ought to have exercised her discretion differently,

the Tribunal will allow the appeal or substitute such other decision as could have been made by the Commissioner. In any other case the Tribunal will dismiss the appeal.
3. You may bring an appeal by serving a notice of appeal on the Tribunal at the following address:

GRC & GRP Tribunals
PO Box 9300
Arnhem House
31 Waterloo Way
Leicester
LE1 8DJ

 - a) The notice of appeal should be sent so it is received by the Tribunal within 28 days of the date of the notice.
 - b) If your notice of appeal is late the Tribunal will not admit it unless the Tribunal has extended the time for complying with this rule.
4. The notice of appeal should state:-
 - a) your name and address/name and address of your representative (if any);

- b) an address where documents may be sent or delivered to you;
 - c) the name and address of the Information Commissioner;
 - d) details of the decision to which the proceedings relate;
 - e) the result that you are seeking;
 - f) the grounds on which you rely;
- d) you must provide with the notice of appeal a copy of the monetary penalty notice or variation notice;
 - e) if you have exceeded the time limit mentioned above the notice of appeal must include a request for an extension of time and the reason why the notice of appeal was not provided in time.
5. Before deciding whether or not to appeal you may wish to consult your solicitor or another adviser. At the hearing of an appeal a party may conduct his case himself or may be represented by any person whom he may appoint for that purpose.
6. The statutory provisions concerning appeals to the First-tier Tribunal (General Regulatory Chamber) are contained in sections 48 and 49 of, and Schedule 6 to, the Data Protection Act 1998, and Tribunal Procedure (First-tier Tribunal) (General Regulatory Chamber) Rules 2009 (Statutory Instrument 2009 No. 1976 (L.20)).