

# ICO call for views on a direct marketing code of practice



It is important that organisations ensure their marketing activities are compliant with data protection legislation (the General Data Protection Regulation and Data Protection Act 2018) and, where necessary, the Privacy and Electronic Communications Regulations 2003 (PECR).

The new code of practice will build on our current direct marketing guidance and address the aspects of the new legislation relevant to direct marketing such as transparency and lawful bases for processing, as well as covering the rules on electronic marketing (for example emails, text messages, phone calls) under PECR.

The European Union is in the process of replacing the current e-privacy law (and therefore PECR) with a new ePrivacy Regulation (ePR). However the new ePR is yet to be agreed and there is no certainty about what the final rules will be. Because of this we intend for the direct marketing code to only cover the current PECR rules until the ePR is agreed. Once the ePR is finalised and the UK position in relation to it is clear we will produce an updated version of the code which takes this into account as appropriate.

Please send us your views by 24 December 2018.

## **Privacy statement**

For this call for views we will publish responses received from organisations but will remove any personal data before publication. We will not publish responses from individuals. For more information about what we do with personal data please see our privacy notice.

**Q1** The code will address the changes in data protection legislation and the implications for direct marketing. What changes to the data protection legislation do you think we should focus on in the direct marketing code?

Closer control of outsourced direct marketing organisations. More accountability of the companies using outsourced direct marketing organisations after a recipient has contacted that person, by phone, returning mail or other route asking to be removed from the database. Stopping shops asking for email addresses to send a receipt then using that address for marketing.

Q2 Apart from the recent changes to data protection legislation are there other developments that are having an impact on your organisation's direct marketing practices that you think we should address in the code?

Yes

No

Q3 If yes please specify

As a Marketing Consultant not many business owners have due regard for GDPR or the where-with-all or desire to comply. Working with clients who do not comply is very difficult indeed. This means we are at odds with each other and that causes conflict.

Q4 We are planning to produce the code before the draft ePrivacy Regulation (ePR) is agreed. We will then produce a revised code once the ePR becomes law. Do you agree with this approach?

Yes

No

Q5 If no please explain why you disagree

Q6 Is the content of the ICO's existing direct marketing guidance relevant to the marketing that your organisation is involved in?

Yes

No

Q7 If no what additional areas would you like to see covered?

Q8 Is it easy to find information in our existing direct marketing guidance?

Yes

No

Q9 If no, do you have any suggestions on how we should structure the direct marketing code?

The document, although thorough, is good to read if you know what you're doing, but it doesn't stimulate clients. Could you consider using eLearning platforms?

Q10 Please provide details of any case studies or marketing scenarios that you would like to see included in the direct marketing code.

A study of a small business, just doing their thing, but not complying because none of their B2B customers comply. Not scare tactics. Also a fund to help business owners implement changes to GDPR including their documentation, paper flows, or introduce computerised records.

Q11 Do you have any other suggestions for the direct marketing code?

Less complex explanations and more case studies, or easy ways to watch or listen to how to implement good practice.

About you:

Q12 Are you answering these questions as:

a public sector worker

a private sector worker

a third or voluntary sector worker

a member of the public

a representative of a trade association

a data subject

an ICO employee

other

If you answered other, please specify:

Q13 Please provide the name of the organisation that you are representing:

Visible Results Limited

Q14 We may want to contact you about some of the points you have raised. If you are happy for us to do this please provide your email address:

@visible-results.co.uk

Thank you for taking the time to share your views and experience.