



Information Commissioner's Office

Operation LINDEN

Virtual meeting hosted by the ICO: 27 June 2022, 1:30pm-3:30pm, MS Teams

Any information or statistics herein were correct as of the date of this meeting.

Attendees

David Clancy (CHAIR)	Information Commissioner's Office
Stephen Flack	Information Commissioner's Office
Claire Edmiston	Information Commissioner's Office
Barry Wadeson	Information Commissioner's Office
City of London Police Representative	
Solicitor's Regulation Authority Representative	
Insurance Fraud Bureau Representative	
Gambling Commission Representative	
TrueCall Representative	
Which? Representative	
Market Research Society Representative	
Charities Commission Representative	
Fundraising Regulator Representative	
Phone-paid Services Authority Representative	
Financial Conduct Authority Representative	

Agenda

- **Introductions** - for those who have not previously attended. (All)
- **ICO updates** – including a wrap up of reporting; focusing on a review of 2021/22 and progress on Q1 to date, recovery actions and what we have planned.
- **Horizon Scanning** – discussion. (All)
- **AOB** - including any intelligence requirements, comms strategy developments for the ICO, minutes and next meeting arrangements.

ICO enforcement update

Operational overview (2021-22)

- 22 compliance meetings
- 21 enforcement notices issued in 2021-2022
- 33 monetary penalty notices (MFP's) issued, totalling £3,000,000-
 - 21 MFP's paid in full
 - 1 MFP being recovered through a payment plan
 - 4 MFP's subject to appeal

(year to date 2022-23)

- 6 compliance meetings
- 1 enforcement notice
- 4 CMP's issued this year
- Looking for support from external organisations if they can assist in investigations
- Tackled new challenges and become more robust

Nuisance call complaints

- Nearly 5000 complaints received in May
- Majority of complaints relate to live calls and SMS.
- Main sectors: Accident claims, debt management, life insurance, and home improvements.

Horizon Scanning

- Government looking to amend PECR powers, increased powers so we can become more effective in the fight against predatory marketing activity
- Duty to report for communications service providers (CSP's) - duty to report suspicious activity to the ICO
- Failure to notify the ICO of suspicious activity can lead to fines for the CSP in the future
- Fines regimes under PECR will be aligned with GDPR, increasing to 2% - 4% of the global turn over
- Investigating organisations with a short life span, who close businesses with no turnover/no staff.

Any other business (AOB)

- Next meeting to be in person.

END