

What action we've taken in July, what we're doing now and what we're doing next

Nuisance calls and messages remain a concern and tackling them is a key action for the ICO. Report your concerns to us at ico.org.uk/concerns.

What action we've taken

One fine

- AMS Marketing Limited were fined £100,000 for making 75,649 nuisance calls.

107 cases are under investigation

Thirteen third party information notices issued

These notices compel communications service providers to give information to the ICO. The evidence we gather helps our investigations.

Operation LINDEN

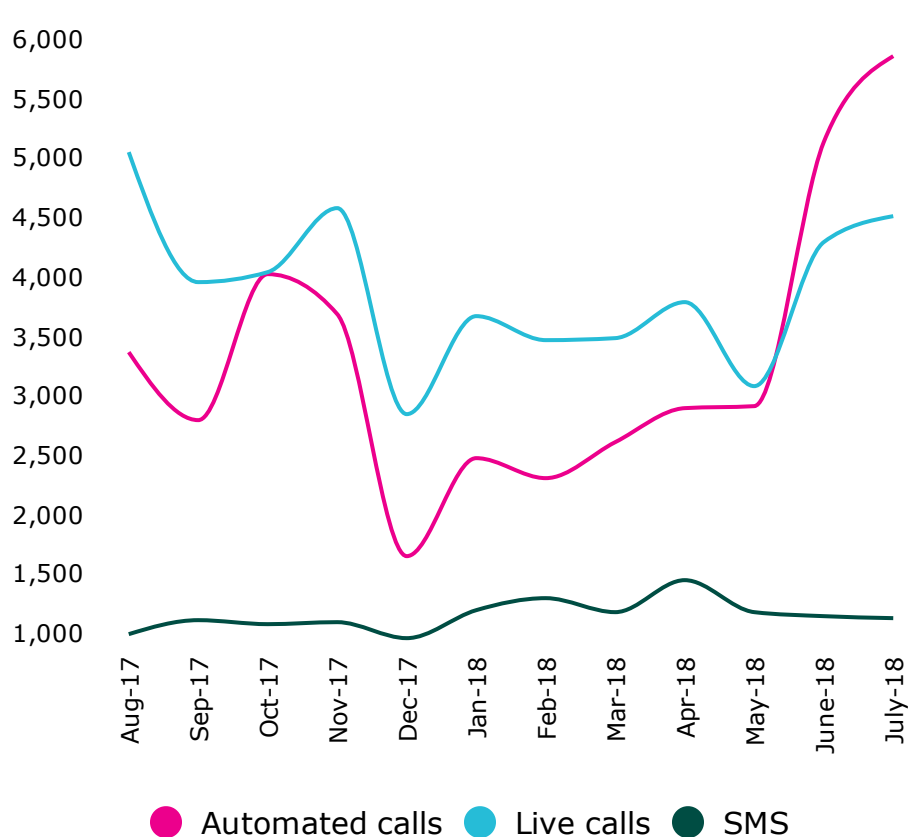
On 5 June, we held the latest Operation LINDEN meeting where regulators, industry and consumer organisations update on themes and trends, as well as opportunities for action. The minutes for this meeting will be made available shortly.

11,824 concerns were reported to the ICO in July 2018

This was an increase of approximately 9% compared with last month.

Chart 1: Concerns reported by type, August 2017 - July 2018.
Chart 2: Number of overall reported concerns, 2016 v 2017 v 2018.

Chart 1



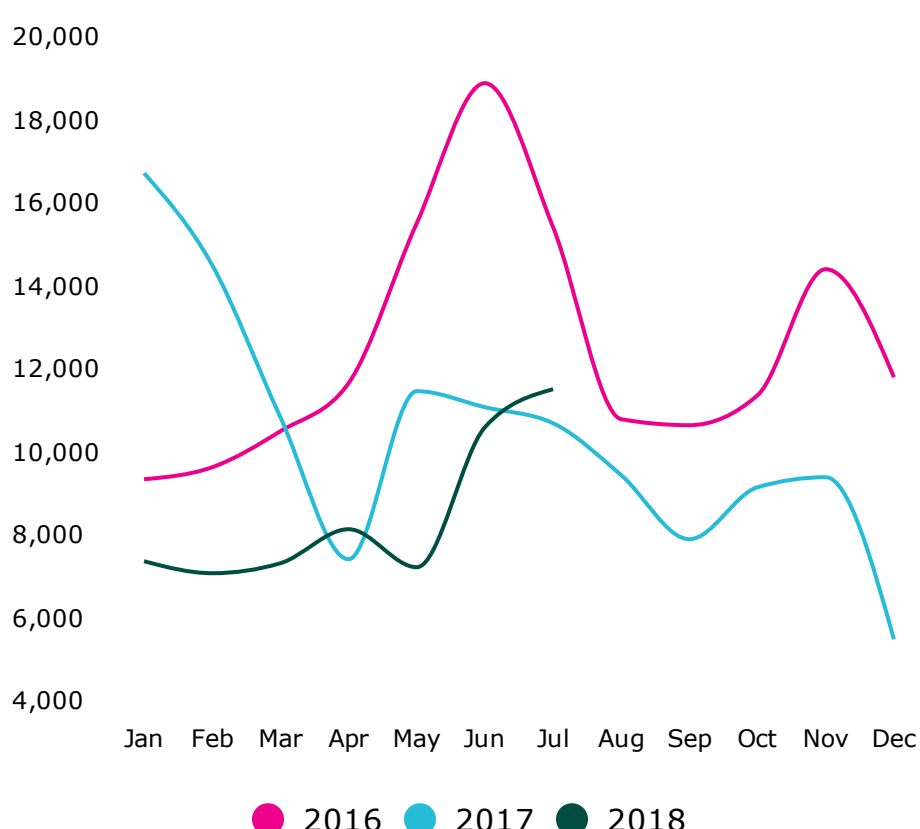
Why has the number of reported concerns risen?

The number of concerns reported in July rose by 927 compared to the previous month. This was the largest number of concerns we have received since February 2017.

It is likely that this increase is due to increased public awareness of the ICO and our work following the implementation of the General Data Protection Regulation (GDPR) at the end of May.

Also, widespread media coverage of the ICO's enforcement action has potentially raised awareness of the online reporting tool.

Chart 2

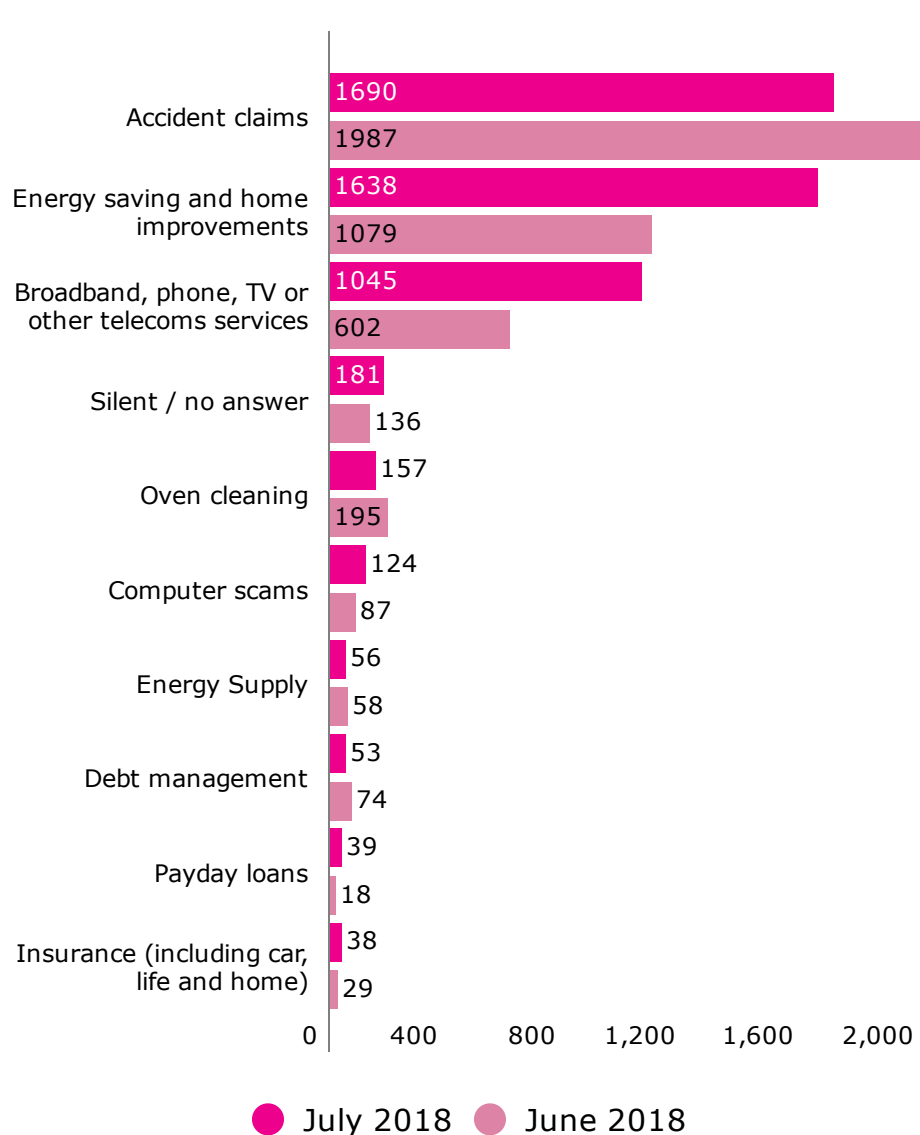


5,973 automated call concerns were reported in July 2018

This represented an increase of 733 concerns (14%) compared to June.

This was the second consecutive month in which we received more automated call concerns than live call concerns. Previously, this had not happened since February 2017.

Most common automated call concern types, June 2018 v May 2018.



Accident claims remained the highest-reported topic

Although the number of accident claim calls decreased by 297 compared to June, it is still the second-highest number of automated call concerns we have received for this topic.



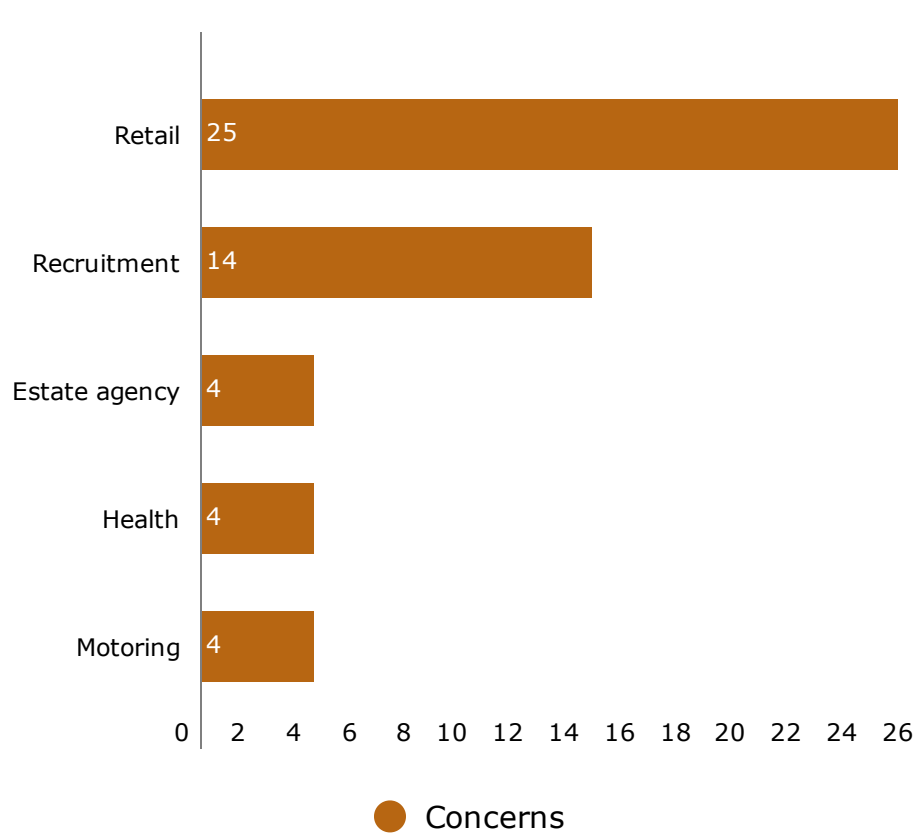
Energy saving call concerns rose by 559

The majority of these concerns related to alleged government green deal or window scrappage schemes.

Spam email concerns

We also conduct investigations into spam emails reported to the ICO. Complaint volumes are typically much smaller than seen in other contact types.

Most common spam email concerns, July 2018



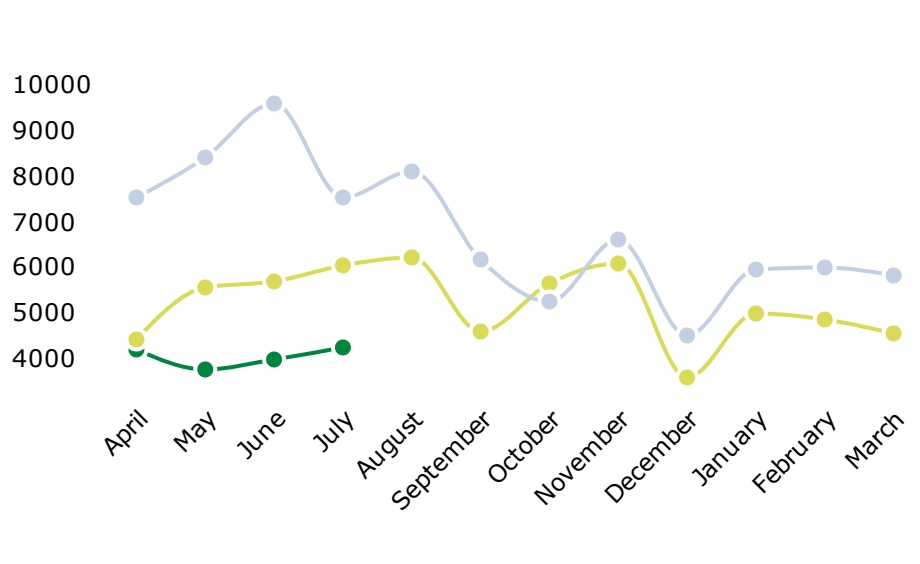
There were 60 email concerns reported to the ICO in July

This is the lowest number of concerns we have received in 2018 - this is potentially due to seasonal variations such as the summer holidays, or greater caution from companies due to the implementation of the GDPR.

There were 4,521 concerns submitted to the Telephone Preference Service in July

This was a 6% increase from the figure for June.

Concerns submitted to the Telephone Preference Service, 2018-19 v 2017-18 v 2016-17.



This was the second consecutive month to show an increase in complaints, bucking this year's downward trend

Although an increase was expected following the implementation of the GDPR, it was not as large as expected considering the dramatic increase in nuisance calls reported to the ICO in June and July.

What we're doing now

We are monitoring the following companies:

We have concerns about...

- Goodwin Barrett Ltd
- Tiger Data Ltd
- Taylor Edwards Financial Management Ltd
- Switch2Web Services Ltd
- The Money Club Direct Ltd

This report was published on 28 August 2018. We aim to update this report every month.