

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

Nuisance calls and texts 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



Fines

Hamilton Digital Solutions were fined **£45,000** for sending over 150,000 spam texts.



Enforcement notices

Hamilton Digital Solutions were also issued with an **enforcement notice**, ordering them to stop illegal marketing or face legal action.



177 cases are under investigation



25 third party information notices issued

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



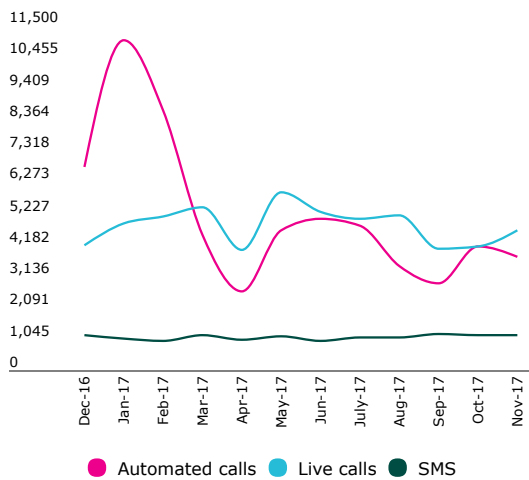
9,689 concerns were reported to the ICO in November 2017

This was an increase of approximately 2% compared with last month.

Chart 1: Concerns reported by type, December 2016 - November 2017.

Chart 2: Number of overall reported concerns, 2016 v 2017.

Chart 1



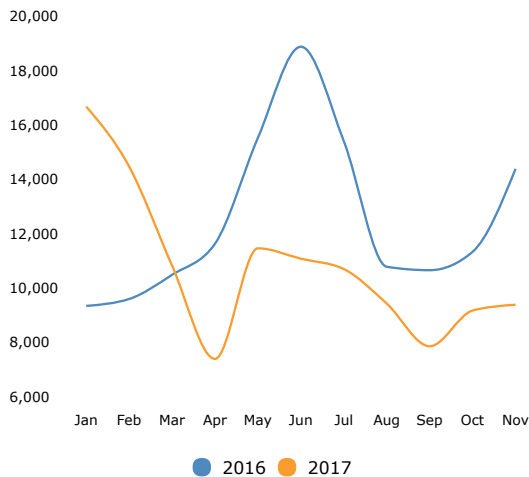
Why have concerns been falling year-on-year?

Although concerns rose for the second consecutive month in November, the total is still lower than the number reported in May, June, July and August 2017, and is significantly lower than the 14,701 concerns reported in November 2016.

There are a number of possible reasons for the decrease in reported concerns compared to 2016:

- Successful investigations and enforcement action by the ICO may have prevented further breaches.
- Call blocking and SMS spam technology are playing a part in reducing the impact of unsolicited marketing. Analysis of our data shows an increase in complaints about calls that have been intercepted by call blockers.
- The Claims Management Regulator and Ofcom have carried out further regulatory action.

Chart 2

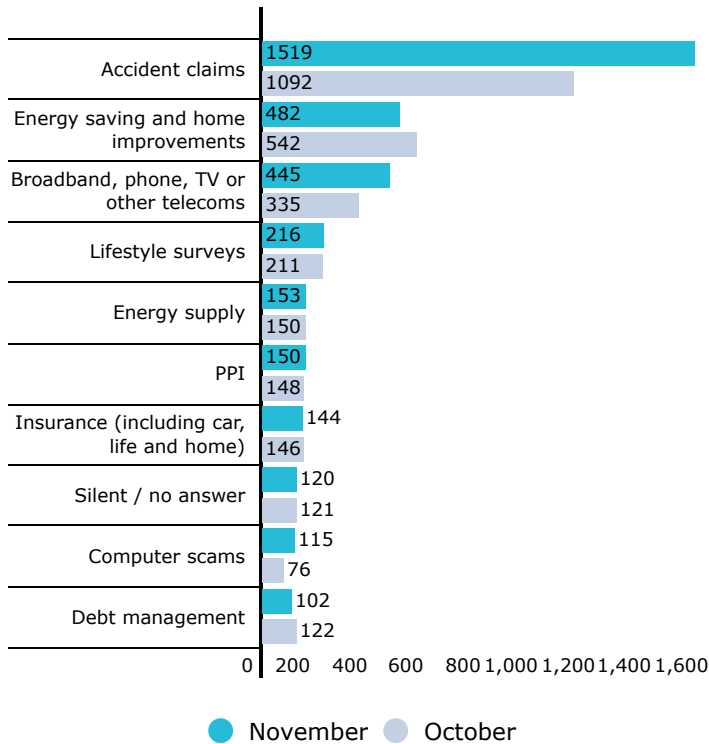




Live call concerns increased by 13% in November

There were 4,690 concerns in November, compared to 4,140 in October.

Most common automated call concern types, November 2017 v October 2017.



Accident claims were the most common topic, as well as the topic with the biggest month-on-month change

There were 1,519 concerns in this category in November, a monthly increase of 427 - reversing a recent downward trend. We are currently leading an investigation involving accident claims.

There was a similar increase in accident claim automated calls - up by 456 in November, a 54% increase on October.



Concerns relating to financial investments decreased slightly last month

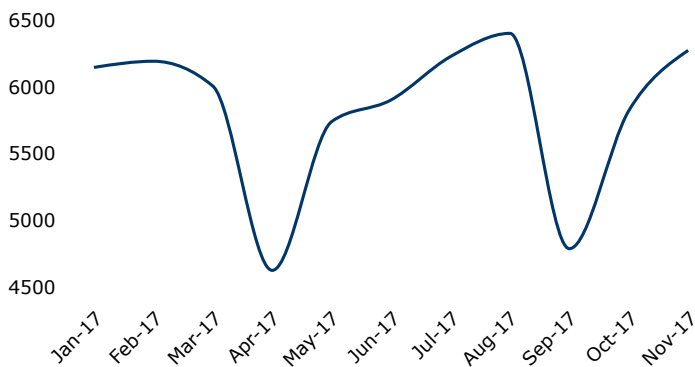
There were 20 fewer concerns in this category than in October - notable because this was a break in the recent trend.



There were 6,362 concerns submitted to the Telephone Preference Service in November

This was an 8% increase on the figure for October.

Concerns submitted to the Telephone Preference Service, January-November 2017.



The increase in the number of concerns submitted to the TPS in November was also reflected in our own data.

What we're doing now

We are monitoring the following companies:



We have concerns about...

Solartech North East Ltd
Horizon Windows
Car Finance 247
Text Global Media Limited
Zamano Limited
Murroe Services
Waterloo Solutions Ltd t/a Uclaim4me
Uniplus Telecom Ltd
Secure Calls
EDF Energy
Smith Glass Ltd
Goodwin Barrett Ltd
Mainframe Limited

This report was published on 14 December 2017. We aim to update this report every month.