

Information Commissioner's Office

Consultation:

Direct Marketing Code

Start date: 8 January 2020

End date: 4 March 2020

Introduction

The Information Commissioner is producing a direct marketing code of practice, as required by the Data Protection Act 2018. A draft of the code is now out for public consultation.

The draft code of practice aims to provide practical guidance and promote good practice in regard to processing for direct marketing purposes in compliance with data protection and e-privacy rules. The draft code takes a life-cycle approach to direct marketing. It starts with a section looking at the definition of direct marketing to help you decide if the code applies to you, before moving on to cover areas such as planning your marketing, collecting data, delivering your marketing messages and individuals rights.

The public consultation on the draft code will remain open until **4 March 2020**. The Information Commissioner welcomes feedback on the specific questions set out below.

You can email your response to directmarketingcode@ico.org.uk

Or print and post to:

Direct Marketing Code Consultation Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

If you would like further information on the consultation, please email the [Direct Marketing Code team](#).

Privacy statement

For this consultation we will publish all responses received from organisations except for those where the response indicates that they are an individual acting in a private capacity (eg a member of the public). All responses from organisations and individuals acting in a professional capacity (eg sole traders, academics etc) will be published but any personal data will be removed before publication (including email addresses and telephone numbers).

For more information about what we do with personal data please see our [privacy notice](#)

Q1 Is the draft code clear and easy to understand?

☐ Yes

☒ No

If no please explain why and how we could improve this:

We feel that the code is very long and difficult to interpret. It is not always clear how it links or doesn't link to PECR and GDPR - we read a lawyer's interpretation recently and this seemed to be much clearer. It could be improved by making it shorter and including clear examples and in our case, we would like to see specific B2B examples, as these would really help us.

The examples should include what is permitted and what isn't permitted – otherwise things are left open to interpretation. We need to understand how we can be compliant and still do our jobs/deliver what is needed for our business.

In particular, we would like to see more detail about legitimate interest and how this can/cannot be applied and also some intrusive profiling examples to help us understand the implications and how they relate or don't relate to our business.

Q2 Does the draft code contain the right level of detail? (When answering please remember that the code does not seek to duplicate all our existing data protection and e-privacy guidance)

☐ Yes

☒ No

If no please explain what changes or improvements you would like to see?

See answer to question 1. There is lots of detail, but it is quite confusing.

Q3 Does the draft code cover the right issues about direct marketing?

☐ Yes

☒ No

If no please outline what additional areas you would like to see covered:

It isn't clear who is and isn't classed in terms of direct marketing e.g. LinkedIn Sales Navigator.

Q4 Does the draft code address the areas of data protection and e-privacy that are having an impact on your organisation's direct marketing practices?

☐ Yes

☒ No

If no please outline what additional areas you would like to see covered

Would still like to see more/better info about B2B Marketing – as mentioned above.

Q5 Is it easy to find information in the draft code?

☐ Yes

☒ No

If no, please provide your suggestions on how the structure could be improved:

Would be good to break into key sections/improve the layout/present in a more user-friendly way.

Q6 Do you have any examples of direct marketing in practice, good or bad, that you think it would be useful to include in the code

☐ Yes

☒ No

If yes, please provide your direct marketing examples :

Q7 Do you have any other suggestions for the direct marketing code?

It would be great if there were shorter articles, bite size training or webinars to help us understand this topic – rather than relying on reading large complex documents.

About you

Q8 Are you answering as:

- ☐ An individual acting in a private capacity (eg someone providing their views as a member of the public)
- ☐ An individual acting in a professional capacity
- ☒ On behalf of an organisation
- ☐ Other

Please specify the name of your organisation:

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If other please specify:

Q9 How did you find out about this survey?

- ☐ ICO Twitter account
- ☐ ICO Facebook account
- ☐ ICO LinkedIn account
- ☐ ICO website
- ☐ ICO newsletter
- ☐ ICO staff member
- ☐ Colleague
- ☐ Personal/work Twitter account
- ☐ Personal/work Facebook account
- ☐ Personal/work LinkedIn account
- ☒ Other

If other please specify:

Internal Compliance Team

Thank you for taking the time to complete the survey