

You can use this form to make a complaint about any unsolicited direct marketing you have received via spam email, spam text messages (SMS) or phone calls.

However, complaints about phone calls from organisations based in the Isle of Man can only be made if the phone number that received the call is registered with the Telephone Preference Service (TPS). You can find out more information about the TPS, including whether your phone number is registered, at: <https://www.tpsonline.org.uk/tps/index.html>

If your complaint is about a UK organisation you can register your complaint via the UK Information Commissioner at www.ico.org.uk.

Use of the personal information you are submitting

The personal information you provide in this form will be used to handle your complaint and will, therefore, usually be disclosed to the organisation you are making a complaint against. It will not be disclosed for any purpose other than handling your complaint.

We will keep your personal information secure and retain it in accordance with our policy. More information about how we use and retain your personal information can be found at: <https://www.inforights.im/privacy/>

Submitting this form

By email:

1. Complete the form
2. Scan and save
3. Email to ask@inforights.im

Note: if you do not save the document before sending it, the content you have typed in will not appear in the document we receive.

By post:

You can submit this form and paper copies of any supporting documents to:
Complaint Handling
Information Commissioner's Office
PO Box 69, DOUGLAS, Isle of Man, IM99 1EQ

In person:

First Floor, Prospect House, Prospect Hill, DOUGLAS, Isle of Man, IM1 1ET

About you

Your full name	
Email address	
Postal address	
Phone (optional)	
Contact preference:	<input type="checkbox"/> Email <input type="checkbox"/> Post

About the organisation

Name of the organisation that sent the message or made the call (if known)	
Address of the organisation (if known)	
Contact with the organisation	(If you have contacted the organisation about the unsolicited direct marketing)
Date(s) of contact	
The full name, email address and phone number of the person in the organisation you have been dealing with (if available)	

About your complaint

What is your complaint about?

Spam text message (SMS)

Phone number that **sent** the SMS (include dialling code)

Phone number that **received** the SMS (include dialling code)

Date you received the SMS

Time you received the SMS

Did you consent to receiving the SMS?

- Yes
- No
- Don't know

Have you had a previous relationship with the organisation that sent you the text? e.g. used their services or bought something from them

- Yes
- No
- Don't know

Spam email

Email address that **sent** the spam email

Email address that **received** the spam email

Date you received the email

Time you received the email

Did you consent to receiving the email?

- Yes
- No
- Don't know

Have you had a previous relationship with the organisation that sent you the email? e.g. used their services or bought something from them

- Yes
- No
- Don't know

Voice phone call (live voice)

Phone number that made the call (include dialling code)

Phone number that received the call (include dialling code)

Date you received the phone call

Time you received the phone call (approximate if not known)

Did you consent to receiving the phone call?

- Yes
- No
- Don't know

Is the phone number that received the call registered with the Telephone Preference Service (TPS)?

- Yes
- No
- Don't know

Automated phone call (recorded voice)

Phone number that made the call (include dialling code)

Phone number that received the call (include dialling code)

Date you received the phone call

Time you received the phone call (approximate if not known)

Did you consent to receiving the phone call?

- Yes
- No
- Don't know

Is the phone number that received call registered with the Telephone Preference Service (TPS)?

- Yes
- No
- Don't know

Information we need

Please provide us with as much information as possible to help us decide how to handle your complaint or whether it should be handled by another authority or method. You can use additional sheets as necessary.

As appropriate, you must include copies of the SMS or email you have received, together with any correspondence about your complaint that you may have sent to, and received from, the organisation (if any) and any other background information that is relevant to the matter. If we do not think that the information is relevant it will be returned to you.