



**Information Commissioner's Office**  
Promoting public access to official information  
and protecting your personal information

## **Press Release**

### **For immediate release**

Date: 2 July 2008

### **ICO takes action against double-glazing cold calls**

The Information Commissioner's Office (ICO) has ordered a double glazing company to stop making cold calls to members of the public. The action has been brought under the Privacy and Electronic Communications Regulations (PECR) following thousands of complaints from individuals to the ICO and the Telephone Preference Service (TPS).

The ICO has issued an [Enforcement Notice against Weatherseal Holdings Ltd](#), which also trades as Supreme-O-Glaze, after the company repeatedly made unwanted marketing calls to individuals who were registered with the TPS or who had asked not to receive such calls. Weatherseal staff also breached PECR by failing to identify themselves when making the marketing calls and refusing to give a company address or phone number to the individuals they were calling.

Mick Gorrill, Assistant Commissioner at the ICO, said: "The majority of us have received unsolicited marketing calls and they can be incredibly irritating. Weatherseal has repeatedly made such calls to members of the public, despite being asked not to do so. Last year we obtained a formal assurance from Weatherseal that this practice would stop, however we and the TPS have continued to receive complaints. If Weatherseal continues to make cold calls in breach of our Enforcement Notice we will not hesitate to use our full enforcement powers, as we demonstrated earlier this year when we prosecuted a company for sending unsolicited marketing faxes."

Under the terms of the Enforcement Notice, Weatherseal must stop making unsolicited marketing calls to numbers registered with the TPS or to individuals who have stated that they do not wish to be contacted, within 35 days. When making marketing calls in the future Weatherseal staff must identify themselves as representatives of the company and give a telephone number or address to individuals, if requested. Failure to comply with an Enforcement Notice is a criminal offence and can result in prosecution.

A full copy of the [Enforcement Notice](#) can be downloaded at [www.ico.gov.uk](http://www.ico.gov.uk)

## **ENDS**

If you need more information, please contact the Information Commissioner's press office on 020 7025 7580 or visit the website at: [www.ico.gov.uk](http://www.ico.gov.uk)

### **Notes to Editors**

1. The Information Commissioner promotes public access to official information and protects personal information. The ICO is an independent body with specific responsibilities set out in the Data Protection Act 1998, the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Privacy and Electronic Communications Regulations 2003.
2. Last year the ICO obtained a formal undertaking from Weatherseal stating that the company would cease making unsolicited marketing calls to individuals and that the company would provide a company name and address to individuals if requested. However, despite this undertaking, the ICO and the TPS have continued to receive complaints.
3. For more information about the Information Commissioner's Office subscribe to our e-newsletter at [www.ico.gov.uk](http://www.ico.gov.uk)