

Trading Standards Consumer Information

Junk it!

How to stop unwanted mail, telephone calls, emails, text messages and faxes

Many businesses rely on direct marketing to sell their products. You can register with the various agencies described below which will stop many of the direct marketing messages you currently receive. However, it is difficult to stop all of them, particularly if they originate outside this country.

Registration with all of these agencies is free. Beware of bogus offers to register you for a fee.

Your personal details often get on to the lists used by direct marketing companies from information that you have given yourself. When you give your personal details to a business or organisation, check what they say about how they will use this information. There is often a box you can tick to say that you do not want to receive direct marketing from them or other businesses, but check the wording because for some you tick to say you **do** want to receive direct marketing.

The Direct Marketing Association's website contains a lot of useful information on all forms of direct marketing:
www.mydm.co.uk

Junk mail

You can stop marketing mail that is addressed to you personally through the Mailing Preference Service. You can register online, by telephone or by writing to the following address.

Mailing Preference Service

DMA House
70 Margaret Street
London W1W 8SS
Tel: 0845 703 4599
www.mpsonline.org.uk

The MPS will not stop mail from companies with whom you have done business in the past or often from small, local companies. Contact these businesses direct if you want to stop the mailings.

If you want to stop mail to someone who has died, you can register with:

The Bereavement Register

Freepost SEA8240
Sevenoaks TN13 1YR (no stamp required)
Tel: 0870 600 7222
www.the-bereavement-register.com

For help and advice on consumer issues

Citizens Advice Consumer Service Telephone: 03454 04 05 06

Opening hours Monday to Friday 9.00am to 5.00pm

Citizens Advice may direct your enquiry to Nottingham Trading Standards Service if appropriate

Online consumer advice is available from
www.adviceguide.org.uk/england/consumer_e.htm

Published by Nottingham City Council Trading Standards
Website: www.nottinghamcity.gov.uk/tradingstandards



Nottingham
City Council

Unaddressed mail

The Royal Mail delivers some of the unaddressed mail which is delivered door to door. To opt out of their deliveries you have to fill in and sign a form. To get a form, send your name and address to:

Freepost RRBT-ZBXB-TTTS
Royal Mail Door to Door Opt Outs
Kingsmead House, Oxpens Road
Oxford, OX1 1RX (no stamp required)
Email: optout@royalmail.com

Please note that there are other businesses which deliver door to door, so you may still continue to receive some unaddressed mail.

Telephone sales calls

It is unlawful for a business to make direct marketing calls to someone who has said they do not want to receive them. You can either do this by contacting companies directly and asking them not to phone you or you can register with the Telephone Preference Service which will stop most calls.

If you register with the TPS you can tell individual companies that you will take their calls if you still want to do business with them.

The TPS will register both landlines and mobile phone numbers.

Telephone Preference Service
DMA House, 70 Margaret Street
London W1W 8SS
0845 070 0707
www.tpsonline.org.uk

Silent calls are generated by automatic dialling equipment which dial more numbers than there are operators available to take the calls. To stop these you can register your phone number with:

Silent Call Guard Service
0844 372 2325

Emails and text messages

Organisations in the UK are only allowed to email or text you if you have given them permission to do so, or if you have bought goods or services from them. If you receive unsolicited emails or texts from within the

UK you can complain to the Information Commissioner.

The Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire SK9 5AF
Tel: 01625 545745 (helpline)
www.ico.gov.uk

However, many unsolicited emails come from abroad and it is difficult to stop them. It may help to register with:

Email Preference Service
www.dmaconsumers.org/emps.html

Watch out for text messages inviting you to call a premium rate number (starting 090) or text a premium 5-digit shortcode. These should give you full information about the costs. If they do not, or if you want more information about premium rate services, contact Phonepay Plus.

If you sign up to receive text messages with attached ringtones or downloads you can stop the service by texting STOP to the shortcode you got the service from. If this does not work, contact Phonepay Plus.

Phonepay Plus
0800 500 212 (helpline)
www.phonepayplus.org.uk

Faxes

To stop marketing faxes, you can register your business or personal fax with the:

Fax Preference Service
DMA House, 70 Margaret Street
London W1W 8SS
0845 070 0702
www.fpsonline.org.uk

This leaflet is available in large print on request.

This leaflet is a brief guide to agencies which help prevent direct marketing. It is not an authoritative document on the law and is only intended for guidance.