



IT IS YOUR CHOICE TO ACCEPT OR REFUSE DIRECT MARKETING

FILE A COMPLAINT AGAINST FAILED OPT-OUT REQUESTS



You receive a direct marketing message addressing you by name

If you have consented to receiving direct marketing messages

If you have had no prior contact with the organisation

If you do not mind continuing to receive such messages, no action is required

Even if you have given your consent, you can ask the organisation any time:

- to stop using or transferring your personal data to third parties for use in direct marketing
- to change the types of products or services marketed to you
- to change the kinds of personal data that are used for direct marketing
- to change to whom your data can be transferred

The organisation must not send you direct marketing messages without your consent or it may commit a criminal offence

If you no longer wish to receive direct marketing messages

Make a clear opt-out request, preferably in writing: e.g. "I no longer wish to receive your direct marketing messages." (or similar wording) and keep a copy of your request

If you still receive direct marketing messages after making an opt-out request

Record the details of the direct marketing messages, including:



- The dates and times you received the direct marketing messages
- The email address or the telephone number of the incoming call
- The name of the organisation which the caller/sender represents
- The name and staff number of the caller/sender
- The products/services advertised
- Your personal data used by the caller/sender



- **File a complaint with us and provide us with the details**
- **To lodge a successful complaint, you should gather as many details as possible**