

## **FOI: 14549801 Automated calling systems**

I understand that some Housing Associations use automatic calling systems to contact tenants for various reasons including those who may be in arrears with their rent payments. I also understand that the use of automated calling systems is subject to Ofcom's Persistent Mis-use Statement (December 2016) and UK Data Protection Legislation and enforced by the Information Commissioners Office.

I'd like you to provide the following information in this regard:

1/ Does your organisation use an automatic calling system or systems to contact tenants?

If so,

2/ Who is the manufacturer/provider of the system?

3/ How long have you been using the system?

4/ For what specific purpose(s) do you use the system?

5/ Can you demonstrate Ofcom compliance through system reports?

6/ Does the system provide a mechanism to prevent specific tenants from being called?

**THH does not use any automatic calling system to contact tenants.**