

Malicious and Nuisance Communications Policy

Aim

The aim of this policy is to explain: (1) what malicious and nuisance communications are; and (2) provide written guidance on how IPED – UK handles communications considered malicious or nuisance.

Scope

This policy applies to any individual (including those representing organizations) who contact us by mobile or landline telephone, SMS text messages, answer phone and voicemail messages, internet and email data.

Communications

Communications are defined as mobile or landline telephone calls, SMS text messages, answer phone and voicemail messages, and internet and email data. It also includes correspondence received through post.

Malicious communications

The following are considered malicious communication	The following actions will be taken by IPED – UK regarding each respective malicious communication
Indecent	<ul style="list-style-type: none"> • Warn caller or sender; • Record; • Block caller or sender
Offensive	<ul style="list-style-type: none"> • Warn caller or sender; • Record; • Block caller or sender
Threatening	<ul style="list-style-type: none"> • Warn caller or sender; • Record; • Report to Law Enforcement, where necessary; • Block caller or sender
Communication which forms part of campaign of harassment designed to cause fear and distress	<ul style="list-style-type: none"> • Warn caller or sender; • Record; • Report to Law Enforcement; • Block caller or sender
Communication which involves more serious offences such as blackmail, threats to kill or threats to damage property.	<ul style="list-style-type: none"> • Report to Law Enforcement immediately; • Block caller or sender

Nuisance communication

The following is considered nuisance communication	The following actions will be taken by IPED – UK regarding each respective nuisance communication
<p>Something that is not indecent, threatening or offensive, but which causes annoyance or anxiety. This includes multiple or repetitive communications on the same subject matter, where a final decision or statement has been made by IPED – UK.</p>	<ul style="list-style-type: none"> • Advise the caller or sender that further communication (as applicable) will constitute nuisance and will result in permanent or temporary blocking; • Send caller or sender a copy of IPED malicious and nuisance communications policy. • Record communication, block caller or sender if nuisance occurs