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MPs Speaking:	Mr Melvin Yong Yik Chye,Mrs Josephine Teo

**COMPLAINTS OF UNSOLICITED MARKETING COMMUNICATIONS
RECEIVED AND EFFECTIVENESS OF SPAM CONTROL ACT**

50 Mr Melvin Yong Yik Chye asked the Minister for Communications and Information (a) in each of the past five years, how many complaints relating to unsolicited marketing communications have been received; (b) of these, how many have been successfully taken to task under the Spam Control Act; and (c) whether there is a need to review the Act to ensure its effectiveness.

Mrs Josephine Teo: Our regulatory regime to combat unsolicited communications consists of the Do Not Call (DNC) Provisions within the Personal Data Protection Act 2012 (PDPA) and Spam Control Act 2007 (SCA). They cover different areas.

The PDPA's DNC Provisions cover the sending of unsolicited marketing messages communicated via voice, text and fax messages to Singapore telephone numbers. There has been a significant reduction in the number of DNC complaints received by the Personal Data Protection Commission (PDPC) over the past five years, as reflected in Table 1 below.

Table 1: Number of DNC Complaints Received

Calendar Year	DNC Complaints Received
2019	23,548
2020	14,549
2021	11,651
2022	3,900
2023	2,144

SCA complements the DNC Provisions by setting out requirements in relation to the sending of unsolicited marketing emails. SCA adopts a civil-based regime for the enforcement of its requirements,

where aggrieved parties can take direct legal action against senders. Given the civil-based regime, there is no specific enforcement authority. Consequently, PDPC does not track individual cases.
