

Reference: 01793860

Information Requests
information.requests@ofcom.org.uk

16 April 2024

Freedom of Information request: Right to know request

Thank you for your request for information about online safety community guidelines.

We received this request on 15 March 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

- 1. Could the office please publish, the data of the total number of notices given to (a) individuals (b) companies for ceasing to comply with community guidelines since the Online Safety Act 2023 came into force.*
- 2. Could the office please provide a breakdown of the data provided in answer (1) per specified offence of community guideline.*

Our response

We have interpreted your request to relate to notices given by Ofcom to individuals and companies for specific non-compliance with an online service's community guidelines. We do not hold information in response to your request as this does not fall within Ofcom's functions.

It may be helpful to briefly explain the remit of the Online Safety Act 2023 ('the Act') and Ofcom's role. The Act provides for a new regulatory framework which has the general purpose of making the use of internet services regulated by the Act safer for individuals in the United Kingdom. The Act, in broad terms, requires providers of services regulated by the Act to identify, mitigate and manage the risks of harm to users, such as risks of harm from illegal content and activity or content and activity that is harmful to children.

The Act also confers new functions on Ofcom to (among other things) issue codes of practice and guidance to assist service providers to comply with their duties under the Act. More information on Ofcom's approach to implementing the Act is available here: <https://www.ofcom.org.uk/online-safety/information-for-industry/roadmap-to-regulation>

You may also be interested in the following Ofcom publications which contain further detail about the duties contained in the Act:

- Our consultation on protecting people from illegal harms online:
<https://www.ofcom.org.uk/consultations-and-statements/category-1/protecting-people-from-illegal-content-online>

- Our call for evidence on the third phase of online safety regulation, which relates to a range of duties on in-scope service providers including terms of service, fraudulent advertising and user empowerment:
https://www.ofcom.org.uk/_data/assets/pdf_file/0025/281527/online-safety-phase-3-call-for-evidence.pdf

Our consultation on the protection of children duties in the Act will be published shortly.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).