

Reference: 01822237

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

18 June 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Yoti's advice to Ofcom.

We received this request on 20 May 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*"Please supply all communications data on Yoti's advice to Ofcom in the last three years."*

### Our response

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Yoti is one of a variety of age assurance and safety technology providers and Ofcom has held meetings with them. However, these meetings are not advisory and therefore we do not hold the information requested. These meetings are rather aimed at understanding the range of technologies that are currently available to services we regulate under the Online Safety and Video-Sharing Platform regimes.

Please note that any information we would have obtained from Yoti would be subject to a disclosure prohibition in section 393 of the Communications Act 2003 ('the Act'), and therefore would be exempt from disclosure under section 44 of the FOI Act. Section 44 of the FOI Act states that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. In this case, section 393(1) of the Act prohibits the disclosure of information about a particular business (such as Yoti), which we have obtained in the course of exercising a power conferred by, among other legislation, the Act, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which apply here. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

You may find it helpful to know that we have published a response from Yoti on our call for evidence on the [first phase of online safety regulation](#) in 2022 - the response can be found here: [Yoti \(ofcom.org.uk\)](#)

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

Yours sincerely,

Information Requests

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**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](mailto: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](#).