

Reference: 01717283

Information Requests
information.requests@ofcom.org.uk

30 November 2023

Freedom of Information request: Right to know request

Thank you for your request concerning internet usage figures for the UK. Your request was received on 13 November 2023 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request

We are interested in obtaining internet usage figures for the UK categorised by gender/age (interlocked) and education from 2014 to 2023. For your reference, I have attached a table outlining the specific information we would like.

Our response

We show gender, age and education level splits in our published data tables but we are unable to supply a combination of two or more of these different demographics, such as age and gender as we do not hold this. Section 84 of the FOI Act defines information as ‘information recorded in any form’ and guidance from the ICO confirms that we are not required to create information for the purposes of complying with a request for information under the FOI Act.

For information, our Adults Media Literacy Core Data Tables are published here: [Adults' Media Literacy Core Survey 2022 Data tables](#)

Other Adults Media Literacy data materials can be found in our statistical release calendar (published in January) here: [Statistical release calendar 2023](#)

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

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF